

RE quantity limits on materials for eAudibooks
From: Jerry Hadley [mailto:jhadley@landmarkaudio.com]
Sent: Thursday, August 24, 2006 8:01 AM
To: 'Sean Gallagher'
Subject: RE: quantity limits on materials for eAudibooks

Sean,

Any status on this update?

Jerry

From: Sean Gallagher [mailto:sgallagher@netlibrary.com]
Sent: Tuesday, August 08, 2006 11:25 AM
To: Jerry Hadley
Subject: RE: quantity limits on materials for eAudibooks

Jerry:

We have requested updates to the site that would include this information. I'll check with the team in Dublin to see what the status is.

-Sean

From: Jerry Hadley [mailto:jhadley@landmarkaudio.com]
Sent: Tuesday, August 08, 2006 9:06 AM
To: Sean Gallagher
Cc: Scott Wasinger
Subject: RE: quantity limits on materials for eAudibooks

Should an indication be put onto the site? How would a library know about this option?

Jerry

From: Sean Gallagher [mailto:sgallagher@netlibrary.com]
Sent: Tuesday, August 08, 2006 10:33 AM

Page 1

To: Jerry Hadley RE quantity limits on materials for eAudiobooks
Subject: RE: quantity limits on materials for eAudiobooks

Jerry:

Requests for larger orders can be forwarded to directly to orders@oclc.org. Or by calling 1-800-848-5800.

-Sean

From: Jerry Hadley [mailto:jhadley@landmarkaudio.com]
Sent: Tuesday, August 08, 2006 8:02 AM
To: Sean Gallagher; Jonathan Bahe
Cc: Scott Wasinger; 'Matt Walker'
Subject: quantity limits on materials for eAudiobooks

Sean/Jonathan,

I have asked about this issue in the past.

The quantity limits for eAudiobook materials that can be ordered on the site are adequate for smaller libraries but not for large systems.

Is there a possibility of an option on the order site for larger quantity orders? If that is not something that you want to do, please let me know so that I can consider alternatives.

Jerry

From: Mary Smith [msmith@recordedbooks.com]
Sent: Monday, September 18, 2006 11:20 AM
To: 'Zoie Mellios'
Subject: LRC Error

Follow Up Flag: Follow up
Flag Status: Green

Zoie,

I am getting the following error when I try to access a library through the LRC.
Any ideas?

Mary Smith
Recorded Books, LLC
800-638-1304 ext.1421
208-474-4525--fax

RE LRC Error.txt

From: Mary Smith [msmith@recordedbooks.com]
Sent: Monday, September 18, 2006 11:56 AM
To: 'Sharon Altheide'
Subject: RE: LRC Error

Follow Up Flag: Follow up
Flag Status: Green

All, I cannot access any.

Ex:

Plum Borough Library
Amelia Givin Library

From: Sharon Altheide [mailto:saltheide@netlibrary.com]
Sent: Monday, September 18, 2006 11:44 AM
To: msmith@recordedbooks.com
Cc: Zoie Mellios
Subject: re: LRC Error

Hi Mary

what library are you trying to access the LRC for when you get this error?

Sharon

From: Zoie Mellios
Sent: Monday, September 18, 2006 9:22 AM
To: Sharon Altheide
Subject: FW: LRC Error

Hey Sharon,

Any ideas? Are we having issues?

Thanks,

RE LRC Error.txt

Zoie

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Monday, September 18, 2006 9:20 AM
To: Zoie Mellios
Subject: LRC Error

Zoie,

I am getting the following error when I try to access a library through the LRC.
Any ideas?

Mary Smith
Recorded Books, LLC
800-638-1304 ext.1421
208-474-4525--fax

FW LRC Reporting for Bergen County.txt

RE: LRC Reporting for Bergen County
From: Mary Smith [msmith@recordedbooks.com]
Sent: Monday, November 13, 2006 10:35 AM
To: 'Jerry Hadley'
Subject: FW: LRC Reporting for Bergen County

Follow Up Flag: Follow up

Flag Status: Green

From: Scott Wasinger [mailto:swasinger@netlibrary.com]
Sent: Friday, November 10, 2006 4:02 PM
To: Zoie Mellios
Cc: Mary Smith
Subject: RE: LRC Reporting for Bergen County

Hi Zoie,

I have asked our development team to confirm our options so we can get back to Bergen County.

Thanks,

Scott

From: Zoie Mellios
Sent: Tuesday, November 07, 2006 12:32 PM
To: Scott Wasinger
Cc: Mary Smith
Subject: LRC Reporting for Bergen County

Hi Scott,

It has come to my attention that Bergen County is unhappy with the way the reports need to be run in the LRC to get a total number of usage statistics for their cooperative. They have 72 member libraries and in order to get the usage statistics for the group they have to go into each libraries page and run the reports. This takes them two and a half days to get the number that they need. This co-op is one of the best we have in terms of usage statistics and are an asset in the community as the library has written articles on how great our service is and has promoted it throughout the region. The library had also adopted Overdrive and has communicated through the same article that their model wasn't as good as ours and that we are the future. Mary from RB has informed me that the library has had issues with OCLC in the past and if we cannot clean up this reporting issue they will not be renewing the subscription that expires January 1.

Please let me know if there is action we can take to prevent this service from being interrupted.

Thanks,

Zoie

Mary Smith

From: Zoie Mellios [zmellios@netlibrary.com]
Sent: Thursday, January 04, 2007 11:53 AM
To: Mary Smith
Subject: FW: NetLibrary RB AB Sub for Fraser Valley Regional Library
Attachments: Fraser Valley Regional Library-1197767 (27.4 KB)

Redacted

From: Kara Kroes **On Behalf Of** Sales Operations
Sent: Friday, December 22, 2006 9:31 AM
To: Zoie Mellios
Cc: 'Long,Nigel'
Subject: FW: NetLibrary RB AB Sub for Fraser Valley Regional Library

Hi Zoie,

Can you please make a note to terminate this account upon its expiration? I am not sure how long the process usually takes to expire the accounts.

Let me know if there is any problem with this request.

Thanks,
Kara

From: Long,Nigel [mailto:longn@oclc.org]
Sent: Thursday, December 21, 2006 1:28 PM
To: Sales Operations
Subject: FW: NetLibrary RB AB Sub for Fraser Valley Regional Library

Hello,

Re: Fraser Valley Regional Library (CNFVR) NetL AB sub expires 12/31/2006

Please terminate access to NetL for RB AB subscription on 1/1/2007. (for background, please scroll through this email string. RB are in agreement with me). Details of the sub are in the attached email.

Thanks for your help,
Nigel

Nigel Long
Library Services Consultant
OCLC Canada - West
Calgary, AB T2W 6E4
T. 877.858.2058
F. 403.281.1740

From: Long,Nigel
Sent: Thursday, December 21, 2006 1:23 PM
To: Boivin,Daniel
Subject: FW: NetLibrary RB AB Sub for Fraser Valley Regional Library

4/11/2007

Hi Daniel,

I'm working closely with Sher O'Hara on the language set sales. The second order is being processed at the moment but we were told to suspend processing until the start of FVRL's new fiscal on 1/1/2007. Once Sher makes her mind up there's no room for changing it – she wants to use the province-wide Overdrive AB sub and not NetL.

Bryan from RB is going to try and meet with the CEO, Saul Amdursky, at ALA in Seattle. However, Saul tends to defer to Sher's decision making. Same as me, Bryan has other sales with FVRL. We have accommodated special set up for them enough on the NetL RB AB sub.

I'm fairly sure that the Overdrive province-wide AB project is not ready. I think FVRL will come back wanting to restore access. I don't want this to drift as free access. My strategy is they need a regular subscription renewal to maintain access like all our other customers.

Nigel

Nigel Long
Library Services Consultant
OCLC Canada - West
Calgary, AB T2W 6E4
T. 877.858.2058
F. 403.281.1740

From: Bryan Messersmith [mailto:bmessersmith@recordedbooks.com]
Sent: Thursday, December 21, 2006 10:35 AM
To: Long,Nigel
Subject: RE: NetLibrary RB AB Sub for Fraser Valley Regional Library

I agree Nigel. Let me work on this a bit. I will try to talk with Saul. We have PLA in Seattle early in January and I am trying to get a sit down.

On that note, I have no problem with disconnecting the service. I will need to warn them this week.

Bryan

From: Long,Nigel [mailto:longn@oclc.org]
Sent: Thursday, December 21, 2006 8:03 AM
To: bmessersmith@recordedbooks.com
Cc: Boivin,Daniel
Subject: NetLibrary RB AB Sub for Fraser Valley Regional Library

Hello Bryan,

Re: Fraser Valley Regional Library (CNFVR) NetL AB RB Subscription

I'm not wanting to be a humbug at this time of year but....

The special 8 month subscription for Fraser Valley Regional Library to Core, Bible Pimsleur expires 12/31/2006, I think the service should be switched off after 12/31/2006.
If I recall, Sher O'Hara is not renewing with us. Since they negotiated an 8 month renewal and receive special pricing, I think it is time to follow the rules.

See the attached email for the sub details.

Sincerely,
Nigel

4/11/2007

Nigel W. Long, BLib, MBA, MCLIP

Library Services Consultant

OCLC Canada - West

WPO 73028

Calgary AB T2W 6E4

T. 877.858.2058 / 403.281.1730

F. 403.281.1740

longn@oclc.org

Share your successes, ask questions, pass along advice and exchange ideas among OCLC Canada libraries. Join the discussion on the OCLC Canada listserv <https://www3.oclc.org/app/listserv/>

From: Mary Smith [msmith@recordedbooks.com]
Sent: Thursday, January 25, 2007 11:07 AM
To: 'Zoie Mellios'
Subject: Update Site

Follow Up Flag: Follow up
Flag Status: Green

Hi Zoie,

It doesn't appear that this site has been updated with the new titles. How does this happen?

www.netlibrary.com/librarian/Products

Mary

Mary Smith
Digital Products Group,
Recorded Books, LLC
phone: 800-638-1304 ext. 1421
fax: 208-474-4525

CLAMS .txt

From: Mary Smith [msmith@recordedbooks.com]
Sent: Wednesday, February 28, 2007 8:57 AM
To: 'Zoie Mellios'
Subject: CLAMS

Follow Up Flag: Follow up
Flag Status: Green

Zoie.

Monica Grace is no longer able to run reports on the different libraries within her group. Can we fix this or her please?

Username is MonicaGrace, password is CLAMSX

Thanks,

mary

Mary Smith

Digital Products Group,

Recorded Books, LLC

phone: 800-638-1304 ext. 1421

fax: 208-474-4525

FW follow-up from CLAMS meeting.txt

From: Mary Smith [msmith@recordedbooks.com]
Sent: Monday, March 05, 2007 11:25 AM
To: 'Zoie Mellios'
Subject: FW: follow-up from CLAMS meeting

Follow Up Flag: Follow up
Flag Status: Green

Zoie,

Can you fix this?

Mary

From: Nancy Gilbert [mailto:ngilbert@recordedbooks.com]
Sent: Friday, March 02, 2007 4:43 PM
To: 'Mary Smith'
Subject: FW: follow-up from CLAMS meeting

Hi Mary,

Could you check on the 2 libraries mentioned below? It appears their log-ins were not re-instated along with the rest.

Thanks,

Nancy

Nancy Gilbert
Library Representative
Recorded Books LLC
(800)638-1304 x 1353
ngilbert@recordedbooks.com

From: Monica Grace [mailto:mgrace@clamsnet.org]
Sent: Friday, March 02, 2007 4:16 PM
To: nancy gilbert
Cc: 'Paula Roman'; 'Matt Walker'; Downingbt@aol.com
Subject: Re: follow-up from CLAMS meeting

FW RB Issue - Ch YA Collection
From: Jerry Hadley [mailto:jhadley@recordedbooks.com]
Sent: Monday, March 12, 2007 1:09 PM
To: 'Scott Wasinger'
Cc: 'Beth Eaton'; 'Karen Stone'; 'sWilliams@recordedbooks.com'
Subject: FW: RB Issue - Ch / YA Collection

Scott,

Any update? Thanks.

Jerry

From: Jerry Hadley [mailto:jhadley@recordedbooks.com]
Sent: Wednesday, March 07, 2007 4:25 PM
To: 'Scott Wasinger'
Cc: 'Beth Eaton'; 'Karen Stone'; 'Matt Walker'
Subject: FW: RB Issue - Ch / YA Collection

Scott,

It looks like there has been a lot of back and forth on this issue. Thanks for following up.

I have discovered why the schools division people here at RB, and by extension any potential school customer who is interested in the service, cannot see all the titles that comprise the school collections – the NL marketing pages for eAudio have not been updated since midyear 2006. The co-branded site and NL Audiobook center do reflect the increased number of ch/ya titles.

While the co-branded site serves the public librarians who know about it and who wish to browse the titles on the service, the only means for school librarians to see the entire K-12 collection is by means of the NL marketing page, which lists the separate components – eAudioEssentials, ch/ya and popular fiction for academic libraries.

This is particularly so for high school librarians, who asked for the popular fiction component to make the audiobook collection more attractive to older children.

For those public librarians who know only the NetLibrary site to browse the eAudio offering, all the collections they are looking at are almost 9 months old, and do not include any Modern Scholar lectures or other titles added to the service since mid 2006 to increase value to the library.

FW RB Issue - Ch YA Collection

what can be done to update this section of the marketing site?

Jerry

From: Scott Wasinger [mailto:swasinger@netlibrary.com]
Sent: Tuesday, March 06, 2007 10:29 PM
To: Jerry Hadley
Subject: RE: RB Issue - Ch / YA Collection

Jerry,

Please see Marge's response below.

Scott

-----Original Message-----

From: Marge Gammon
Sent: Friday, March 02, 2007 11:31 AM
To: Natalie Jones
Cc: Scott Wasinger
Subject: RE: RE: RB Issue - Ch / YA Collection

Scott,

This would mean that we have no idea why they are not seeing the titles, or whether that's our problem or something they are not doing correctly. All our info suggests we have both converted and loaded them correctly.

Marge

-----Original Message-----

From: Natalie Jones
Sent: Friday, March 02, 2007 11:21 AM
To: Marge Gammon
Cc: Scott Wasinger
Subject: RE: RE: RB Issue - Ch / YA Collection

FW RB Issue - Ch YA Collection

Hi Marge,

It is a matter of routine that the collections are identical. I honestly don't remember if that came from RB or Mo. It's been awhile.

I query collections at least once every few weeks to make sure things are where they should be. It's very seldom that updates are needed. And when they are, it's usually only a handful of titles.

I don't think it had anything to do with Load issues.

Hope this helps,

Natalie

-----Original Message-----

From: Marge Gammon
Sent: Friday, March 02, 2007 10:14 AM
To: Natalie Jones
Cc: Scott wasinger
Subject: RE: RE: RB Issue - Ch / YA Collection

Natalie,

To be sure I understand...so, we put all C & YA titles in the K12 collection as a matter of routine?

Is there any chance we've missed any in the past six months or so? Other than the 7 you've identified for reload?

This may not be a CI issue since there was also a technology issue reported that suggested they were not able to see all their titles...if we're sure they were classified correctly and loaded, then the Technology team can look elsewhere as part of resolving RB's concern that they cannot see titles on site.

Final question...any chance that these titles got caught up in the hardware problems that created the backlog in loading titles? I'm not sure Technology resolved that problem fully yet.

FW RB Issue - Ch YA Collection

Marge

-----Original Message-----

From: "Natalie Jones" <njones@netlibrary.com>
Subj: RE: RE: RB Issue - Ch / YA Collection
Date: Fri Mar 2, 2007 11:55 am
Size: 2K
To: "Marge Gammon" <mgammon@netlibrary.com>, "Martin, Tim \\\(OCLC\\)" <martint@oclc.org>

With the exception of 7 titles, everything that's in the C&YA collection is also in the K-12 Collection. They are always identical.

The 7 in question are being reloaded to add them to K-12.

Thanks,
Natalie

-----Original Message-----

From: Marge Gammon
Sent: Thursday, March 01, 2007 5:13 PM
To: Martin, Tim (OCLC)
Cc: Natalie Jones
Subject: RE: RE: RB Issue - Ch / YA Collection

Do we have resolution on this? Turns out they were asking about loading titles in the K-12 and not the Children's. Did they specify that in the metadata?

-----Original Message-----

FW RB Issue - Ch YA Collection
From: Martin,Tim [mailto:martint@oclc.org]
Sent: Tuesday, February 27, 2007 9:32 AM
To: Marge Gammon
Subject: RE: RE: RB Issue - Ch / YA collection

Marge,

I left a message with Natalie to call me once she gets in the office.

From my understanding from Susan Clark, we loaded the titles under the Children/Young Adult collection, but there are about 60 titles that should also be in the K-12 collection as well. I sent the list to Natalie back on the 12th and had asked her to research and see how the metadata was coded. If RB is not specifying that these titles are to be added to the K-12 collection within the metadata, then we would not automatically add these titles to that collection.

I'll let you, Scott, and Jerry know as soon as I speak with Natalie. I'll also copy Susan Clark as well since she sent me the list of titles.

Thanks!

Tim

-----Original Message-----

From: Marge Gammon [mailto:mgammon@netlibrary.com]
Sent: Tuesday, February 27, 2007 11:16 AM
To: Martin,Tim
Subject: Fwd: RE: RB Issue - Ch / YA collection

Rim,

Thanks for the message.

Re RB, the problem is not just this month...see below. They are claiming we have not loaded for months. Please get with Natalie and confirm that titles have gone live to the CYA collection every month. Then please confirm that via email to Jerry, copying me and Scott.

FW RB Issue - Ch YA Collection
Fyi...this may be related to a technology issue that resulted in titles not showing up even after load. That's not our issue but just background for you. Jan is looking into that. For our part, I want to confirm that we did process and load...and have been for months.

Marge

-----Original Message-----

From: "Scott Wasinger" <swasinger@netlibrary.com>
Subj: RE: RB Issue - Ch / YA Collection
Date: Tue Feb 27, 2007 8:10 am
Size: 1K
To: "Marge Gammon" <mgammon@netlibrary.com>
CC: "Schwieterman, Rick \OCLC\" <schwieter@oclc.org>, "Marc Story" <mstory@netlibrary.com>

From: Jerry Hadley [mailto:jhadley@recordedbooks.com]
Sent: Tuesday, February 27, 2007 12:38 PM
To: Scott Wasinger
Subject: FW: RB Issue - Ch / YA Collection

Scott,

In communicating this inquiry the nomenclature has gotten switched - what has failed to expand is not the ch/ya collection but the K-12 school library collection - that is the collection that has remained static since June 2006, according to Karen Stone with our schools division.

Jerry

FW RB Issue - Ch YA Collection

From: Scott Wasinger
Sent: Monday, February 26, 2007 4:05 PM
To: Marge Gammon
Cc: Schwieterman, Rick (OCLC); Marc Story
Subject: RB Issue - Ch / YA Collection

Marge,

RB informed me that the Children's / Young Adult collection has not been updated since 7/1/06. It is RB's understanding that titles should be added monthly to this collection, as with the other collections. Karen Stone informed Tim Martin in early February. RB is awaiting a response. Appreciate any light you can shed on the matter.

Thanks,

Scott

From: Jerry Hadley [jhadley@landmarkaudio.com]
Sent: Thursday, March 15, 2007 2:28 PM
To: 'Zoie Mellios'
Cc: 'msmith@recordedbooks.com'
Subject: FW: Evansville

zoie,

I don't know what to think of this recent spate of OCLC reps appearing on the scene just as libraries run out of their grace periods - just coincidence?

We tried hard to resign Evansville, even dangling the possibility of a discounted price in front of them. The librarian told the sales rep that price was not the issue.

Jerry

From: Jerry Hadley [mailto:jhadley@landmarkaudio.com]
Sent: Friday, March 09, 2007 10:57 AM
To: 'msmith@recordedbooks.com'
Cc: 'Jason Bradley'; 'Matt Walker'
Subject: Evansville

Mary,

Based upon conversations between the library and Jason Bradley as recently as this past week, Evansville will not renew their eAudio subscription with the current platform, even for less cost.

Please turn them off immediately, since they are in their grace period.

Jerry

FW Net Library Marketing Materials
From: Jerry Hadley [jhadley@recordedbooks.com]
Sent: Friday, March 16, 2007 11:33 AM
To: 'Scott Wasinger'
Cc: 'Mary Smith'
Subject: FW: Net Library Marketing Materials

Scott,

Can you give me an update on the status of the marketing materials page on the OCLC website? It has been missing for some months now.

Jerry

From: Andrew Gross [mailto:agross@recordedbooks.com]
Sent: Friday, March 16, 2007 11:26 AM
To: 'Mary Smith'
Cc: 'Paula Roman'
Subject: Net Library Marketing Materials

Hi Mary:

A customer in Lebanon County pointed out that Net library changed their order page for Marketing Materials. They are no longer displaying the bookmarks and other materials and OCLC needs to be contacted by email to order materials. I'm sure you may be aware of the change but I wanted to let you know.

Also is there a PDF that I can send to Lebanon that displays the marketing materials available so they know what they are ordering?

Thank you:

Andrew Gross
Library Representative
Recorded Books
1-800-638-1304, ext. 1326

Mary Smith

From: Scott Wasinger [swasinger@netlibrary.com]
Sent: Monday, March 19, 2007 4:53 PM
To: Jerry Hadley
Cc: Mary Smith; Christine Malmborg
Subject: RE: Net Library Marketing Materials

Jerry,

By copy, I am asking Christine to provide a status update.

Thanks,
Scott

From: Jerry Hadley [mailto:jhadley@recordedbooks.com]
Sent: Friday, March 16, 2007 9:33 AM
To: Scott Wasinger
Cc: 'Mary Smith'
Subject: FW: Net Library Marketing Materials

Scott,

Can you give me an update on the status of the marketing materials page on the OCLC website? It has been missing for some months now.

Jerry

From: Andrew Gross [mailto:agross@recordedbooks.com]
Sent: Friday, March 16, 2007 11:26 AM
To: 'Mary Smith'
Cc: 'Paula Roman'
Subject: Net Library Marketing Materials

Hi Mary:

A customer in Lebanon County pointed out that Net library changed their order page for Marketing Materials. They are no longer displaying the bookmarks and other materials and OCLC needs to be contacted by email to order materials. I'm sure you may be aware of the change but I wanted to let you know. Also is there a PDF that I can send to Lebanon that displays the marketing materials available so they know what they are ordering?

Thank you:

Andrew Gross
Library Representative
Recorded Books
1-800-638-1304, ext. 1326

From: Jerry Hadley [jhadley@landmarkaudio.com]
Sent: Tuesday, May 09, 2006 4:02 PM
To: Gillian Harrison
Subject: link to QSG

Gillian,

I was reviewing the cobranded site for help information, and discovered that the QSG link under "Help" placed me on an eContent page of the NL site. Where did the QSG go?

Please let me know. Thanks.

Jerry

NetLibrary Reporting Site
From: Jerry Hadley [jhadley@recordedbooks.com]
Sent: Monday, May 14, 2007 12:41 PM
To: 'zmellios@netlibrary.com'; 'swasinger@netlibrary.com'
Cc: 'Mary Smith'; 'Downingbt@aol.com'
Subject: NetLibrary Reporting Site

Zoie,

Late last week and today, we have received complaints that eAudio customers cannot run reports out of the LRC. They keep getting the message "No records were found at this time."

We have tested for several more accounts today and had the same result, trying all different types of parameters.

Is this a temporary situation? When will it be resolved?

Thanks for any information you can give us to pass onto our customers.

Jerry

FW 1-75254847 Recorded BooksNetLibrary eAudiobook Subscription
From: Mary Smith [msmith@recordedbooks.com]
Sent: Tuesday, June 05, 2007 4:23 PM
To: 'Jerry Hadley'
Subject: FW: 1-75254847: Recorded Books/NetLibrary eAudiobook
Subscription

Attachments: sandra brown.JPG

I forgot to copy you.

Mary

-----Original Message-----

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Tuesday, June 05, 2007 4:07 PM
To: 'OCLC Customer Support'
Subject: RE: 1-75254847: Recorded Books/NetLibrary eAudiobook Subscription

Hi Violita,

No they are using the NetLibrary site. She only wants to offer audiobooks for which she has print books in the library. I don't think that it is possible to remove eAudiobooks per title from her collection since they purchased it by collection but I wanted to double check.

Also, you made the statement that the NetLibrary site scales down the eAudiobooks for those that were purchased. We learned recently that all of the Blackstone and Random House titles have been added to the site as well. So for example, if I search for eAudiobooks by Sandra Brown. 8 titles come up. 3 from Random House, 5 from Recorded Books. I included a screenshot for you.

Thanks for your help.

-----Original Message-----

From: OCLC Customer Support [mailto:support@oclc.org]
Sent: Tuesday, June 05, 2007 3:51 PM
To: msmith@recordedbooks.com
Subject: 1-75254847: Recorded Books/NetLibrary eAudiobook Subscription

HI Mary,

I'm not sure I understand Suzanne's question. If they go to the NetLibrary site directly at <http://www.netlibrary.com> we scale the eAudiobooks down to ownership of the library. Is she going to the Recorded Books co-branded website?

Sincerely,
Violita
Senior Support Analyst
Customer Support Department
OCLC Inc.
email: support@oclc.org
phone: 800-848-5800

This message was generated within the Relationship Management System (RMS.) Please use "Reply" from this message to communicate your responses; this will retain the Service Request number in the subject line and enable RMS to handle your message correctly.

[THREAD ID:1-18SQQW]

FW 1-75254847 Recorded BooksNetLibrary eAudiobook Subscription
-----Original Message-----

From: msmith@recordedbooks.com
Sent: 6/5/2007 02:44:25 PM
To: <support@oclc.org>
Subject: FW: Recorded Books/NetLibrary eAudiobook Subscription

-----Original Message-----

From: Suzanne Foster [mailto:sfoster@scfl.lib.ca.us]
Sent: Monday, June 04, 2007 6:37 PM
To: Mary Smith
Subject: RE: Recorded Books/NetLibrary eAudiobook Subscription

Hi Mary,

The County Librarian wants to know if we can customize our Netlibrary collection. She is thinking that we should only offer those titles that we have in print in the collection. Can this be done or is it a package deal?

Thanks,

Suzanne

RE Library Resource Center.txt

From: Mary Smith [msmith@recordedbooks.com]
Sent: Monday, January 30, 2006 11:02 AM
To: 'Jeanette Sontoski'
Subject: RE: Library Resource Center

Follow Up Flag: Follow up
Flag Status: Green

I have another customer that cannot access the titles that should be in their collection. The authentication is working fine but when I try to download a book, I receive the error message that this title is not available in the library collection.

Any idea?

Mary

Mary Smith
Recorded Books, LLC
800-638-1304 ext.1421

From: Robin Lesher [mailto:RobinL@adamslibrary.org]
Sent: Monday, January 30, 2006 10:40 AM
To: Mary Smith
Subject: [Sps: 5] RE: [sps: 5] RE: [Sps: 5] RE: [Sps: 5] RE: Library Resource Center

Mary,

The webpage which authenticates the patron's barcode is"

<http://webcat.adamslibrary.org/TLCscripts/interpac.dll?RPRLogin?Directions=1&Config=youseemore&Branch>

This can also be gotten to from our webpage at the moment by going to

<http://www.adamslibrary.org> and clicking on the link audio books on the right hand side of the page.

RE Library Resource Center.txt

A library barcode which you can use is:

Barcode: 25740627245964

Pin 5964

I hope that helps.

Rob Lesher

From: Robin Lesher [mailto:RobinL@adamslibrary.org]
Sent: Friday, January 27, 2006 3:44 PM
To: Mary Smith
Subject: [SpS: 5] RE: [SpS: 5] RE: [SpS: 5] RE: Library Resource Center

Mary,

Have you had any chance to look at this? I still have not been able to download any books from our Recorded Books account.

Rob Lesher

Adams County Library System

FW SpS 8 RE NetLibrary Recorded Books API authentication.txt
RE: Mt Lebanon Public LibraryFrom: Mary Smith [msmith@recordedbooks.com]
Sent: Monday, February 20, 2006 1:57 PM
To: 'Downing,Nathan'
Subject: FW: [SpS: 8] RE: NetLibrary / Recorded Books API authentication

Follow Up Flag: Follow up
Flag Status: Green

Hi Nathan,

I spoke to Sharon today and wanted to go over a few things.

- 1.) Was a master login and password assigned for the Library Resource Center? Or is this a question for NetLibrary?
- 2.) Can you create another encrypted URL for another branch within the system? They would like this for the Sewickley Library. The tests that they performed on the Mt. Lebanon URL seemed to have worked and they would like to test another.
- 3.) How do they go about running the authentication through their automation system where the authentication would remember the initial book ID searched and after authentication pass them through to the correct title?

Thanks for your help,

Mary

Mary Smith
Recorded Books, LLC
800-638-1304 ext.1421

From: Downing,Nathan [mailto:downningn@oclc.org]
Sent: Friday, February 10, 2006 5:17 PM
To: Verminski, Sharon; Mary Smith
Cc: Beasley, Sarah; Maharam, Gladys; Williams, Ernest; Serey, Rebecca
Subject: [SpS: 8] RE: NetLibrary / Recorded Books API authentication

Hi Sharon

Yes, the reason why your API setup is not working with NetLibrary is because it involves a scripted redirect.

FW SpS 8 RE NetLibrary Recorded Books API authentication.txt

Here is what I mean by a "password protected page"... A referring URL needs to be from an http site (not https) and needs to authenticate the user by barcode, library card, username, etc.

Here are 2 examples of a referring URL:

<http://165.252.88.6/rpa/webauth.exe?rs=netl&op=124977>

<http://ezproxy.averett.edu/login?url=http://www.netlibrary.com>

Once the authentication is in place, we can confirm it. Our system will look for an exact referring URL first.

Example:

<http://165.252.88.6/rpa/webauth.exe?rs=netl&op=124977>

If it does not find an exact match it will look for the referring URL back to the last slash.

Example:

<http://165.252.88.6/rpa/>

The second example scenario will work if you wished to access a single NetLibrary collection. We would register <http://tafecat.tafensw.edu.au/ipac20/> as your referring URL for that collection.

If you wish to have each of their 80 institutions set up with their own NetLibrary account (branding, logo, etc.) we will have to have them provide us unique special URLs for authentication, as a referring URL can only be registered to one NetLibrary account.

FW SpS 8 RE NetLibrary Recorded Books API authentication.txt

I am waiting on product management to provide me with an encrypted URL for Mt Lebanon Public Library so that we could try to see if it will work in the Perl script you wrote.

Sincerely,
Nathan Downing
Senior Support Analyst
Customer Support Department
OCLC Inc.
email: support@oclc.org
cc: downing@oclc.org
phone: 800-848-5878 x3019

From: Verbinski, Sharon [mailto:verbinskis@einetwork.net]
Sent: Friday, February 10, 2006 12:04 PM
To: Downing,Nathan; Mary Smith
Cc: Beasley, Sarah; Maharam, Gladys; Williams, Ernest; Serey, Rebecca
Subject: NetLibrary / Recorded Books API authentication

Hi Nathan,

We understand now that we are defaulting to IP authentication for in-library use, because our API method is currently not working. We would like to continue working on having the API in place for in-library use and remote users, so that patrons will be able to create accounts remotely. In the interim we will notify our library staff and patrons that the remote user account creation is currently not available, and patrons will need to visit a library to create an account. We will also notify staff that the NetLibrary patron accounts that are created in a local library will be attributed to that library's NetLibrary Account. This is not how we planned to have patron account creation recorded.

Here is a general description of our Patron authentication setup:

We have approximately 80 physical library sites with 80 NetLibrary Accounts with unique referring URLs created. We have written a Perl script using Cold fusion using patron library barcode authentication against our Innovative Interfaces patron database.

a.. When accessing the Recorded Books eAudio collection from The Catalog & from library websites, patrons are prompted with the following API webpage :
<http://www.einetwork.net/netlibrary.cfm>

b.. Patrons enter their library barcode and when they select the submit button a script runs that allows the patron barcode to be validated against our patron database from Innovative Interfaces Inc. The script checks that the library card exists and that it is not expired in our patron database.

c.. The script then looks at the Home Library field in the patron record. Each possible home library field value is associated with one of the unique referring URLs established for NetLibrary. The script selects the proper unique referring URL and passes the user to NetLibrary.

d.. When the patron creates their NetLibrary user account, the user account is associated with the correct NetLibrary account.

e.. When the patron uses the NetLibrary service, the checkouts produced will be attributed to the library that was originally associated with the patron account

FW Sps 8 RE NetLibrary Recorded Books API authentication.txt
creation.
From you email below, I gather that our API method is not working because it involves a scripted redirect, which you do not currently support. Is that the bottom line with why our API setup is not working with NetLibrary?

What are some of your other customers doing with remote patron authentication, where there are multiple NetLibrary library accounts similar to our setup? We are specifically interested in how other consortium libraries may be gathering usage statistics that need to be broken out by library or some identifying patron field in a patron database.

I'm not sure what you mean by a "password protected page" in your second paragraph about remote use. Can you explain further or give us a site example and walk us through the process?

Can you give us examples of what some of your customers may be doing with ezproxy?
You mentioned that as an alternative, but we not sure if that will address our needs of being able to check a field in our patron record.

Please give us more infomation about some of our options and the next step involved with moving API forward.

Thanks,

Sharon

Sharon Verbinski
eINetwork
412.622.8820 Voice
412.622.3197 Fax

From: Downing,Nathan [mailto:downingn@oclc.org]
Sent: Wednesday, February 08, 2006 5:25 PM
To: Verbinski, Sharon
Cc: Williams, Ernest
Subject: RE: Mt Lebanon Public Library

Hi Sharon

Check out the bolded info below..

It was good speaking with you today; I hope that we can work with you and your technical staff to complete the authentication setup and get this working exactly the way you want. As I mentioned on the phone, your library is using IP authentication for your on-campus users. When someone connects to NetLibrary from one of those IP addresses you have informed us about, we can identify that the person is connecting from your library.

FW Sps 8 RE NetLibrary Recorded Books API authentication.txt
 For off campus access, I recommend you consider using the Referring URL method. Your staff would create a password-protected page on your website that would link to NetLibrary. After your off-campus users put in a library barcode number or other identifying information, your page would link them to our site; since they would be coming from a specific URL that would be in our authentication tables we would know they were associated with your library.

The link must be a standard HTML link in the form <a href="<http://www.netlibrary.com/>>NetLibrary rather than a Javascript or other scripted redirect; the referring page must be stored in the web browser's last-visited buffer for this to work. The URL they last visit prior to linking to NetLibrary must exactly match the URL in NetLibrary's authentication tables.

Here are some example referring URLs:

<http://carlweb.bcp1.lib.md.us/wc-bin/netlib>
<http://www.jackson.lib.mi.us/rpa/webauth.exe?rs=DABLogIn>
<http://www.uhls.org/rpa/webauth.exe?rs=NetLibrary>

Sincerely,
 Nathan Downing
 Senior Support Analyst
 Customer Support Department
 OCLC Inc.
 email: support@oclc.org
 cc: downingn@oclc.org
 phone: 800-848-5878 x3019

From: Downing,Nathan
 Sent: Wednesday, February 08, 2006 4:53 PM
 To: Downing,Nathan; 'verminskis@einetwork.net'
 Cc: 'williamse@einetwork.net'
 Subject: RE: Mt Lebanon Public Library

<< File: remoteaccess.pdf >>

Also see:
<http://www.netlibrary.com/Librarian/ToolsAndResources/RemoteAuthentication.aspx>

From: Downing,Nathan
 Sent: Wednesday, February 08, 2006 4:43 PM
 To: 'verminskis@einetwork.net'
 Cc: 'williamse@einetwork.net'
 Subject: Mt Lebanon Public Library

<< OLE Object: Picture (Device Independent Bitmap) >>

1-33150584 What was the name of the library having problems seeing the create a free account link?
From: Jerry Hadley [jhadley@landmarkaudio.com]
Sent: Monday, February 27, 2006 2:58 PM
To: salessupport@oclc.org
Subject: RE: 1-33150584: What was the name of the library having problems seeing the create a free account link?

Violita,

I gave Nathan two phone numbers for David, including his cell phone - you will probably have better luck contacting him that way.

The number is 908/319/0822 (cell).

Please try contacting him at that number. I am very concerned about the response time here - I spoke with David early last week, and indicated that he might get some help within 24-48 hours.

Thanks.

Jerry

-----Original Message-----

From: SalesRMS@oclc.org [mailto:salesRMS@oclc.org]
Sent: Monday, February 27, 2006 2:32 PM
To: jhadley@landmarkaudio.com
Subject: 1-33150584: What was the name of the library having problems seeing the create a free account link?

Hello Jerry,

Thank you for contacting OCLC Customer Support.

Due to Nathan's schedule he will be unable to address this issue. I have been assigned this case today. I have called Warren County library and left a msg with the librarian there for David Costa to contact me in regards to this issue. Just to let you know I have checked on our end and everything looks good in our system. I believe what might be occurring is that they have some sort of filtering software in place such as Norton Privacy Software which is preventing them from seeing the "Create a Free Account" link in NetLibrary. I will try emailing David Costa to see if I have better luck getting a hold of him.

Please let me know if there is anything more I can help you with regarding this issue.

Sincerely,
Violita
Senior Support Analyst
Customer Support Department
OCLC Inc.
email: support@oclc.org
phone: 800-848-5800

[THREAD ID:1-JQBR9]

-----Original Message-----

From: jhadley@landmarkaudio.com
Sent: 2/24/2006 12:22:09 PM
To:
Subject: FW: What was the name of the library having problems seeing the create a free account link?

1-33150584 What was the name of the library having problems seeing the create a free account link?
what was the name of the library having problems seeing the create a free account link?

Warren County ; David Costa ; 908/362/7495 (office) or 908/319/0822 (cell). Yes, please call him ; I told him that someone would contact him right away.

I gave this information to Sue as well.

JH

From: Downing,Nathan
[mailto:downingn@oclc.org]

Sent: Friday, February 24, 2006 12:09 PM

To: Jerry Hadley

Subject: What was the name of the library having problems seeing the create a free account link?

Hi
Jerry

I got your voice mail; man, have I been swamped!

What was the name of the library having problems seeing the create a free account link?

Please send it to me via salessupport@oclc.org and I will call them ASAP.

:)
-Nathan

Sincerely,
Nathan
Downing
Senior
Support Analyst
Customer
Support Department
OCLC
Inc.
email:
salessupport@oclc.org
cc:
downingn@oclc.org
phone:
800-848-5878 x3019

RE Bethel Park account creation.txt
Bethel Park account creationFrom: Eric Cussen [ecussen@netlibrary.com]
Sent: Thursday, March 02, 2006 4:20 PM
To: Mary Smith
Cc: Downing,Nathan (OCLC)
Subject: RE: Bethel Park account creation

Follow Up Flag: Follow up
Flag Status: Green

URL API links must have been implemented improperly. Nathan, can you please look into it?

-Eric

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Thursday, March 02, 2006 1:41 PM
To: Eric Cussen
Cc: Downing,Nathan (OCLC)
Subject: FW: Bethel Park account creation

Do you know why this would be happening? It seems as if all new accounts regardless of the referring URL are being assigned to Mt. Lebanon.

Mary

From: Verminski, Sharon [mailto:verminskis@einetwork.net]
Sent: Thursday, March 02, 2006 3:37 PM
To: Mary Smith
Subject: Bethel Park account creation

Mary,
I did a test with Bethel Park and had them create a NetLibrary account from the Bethel Park library.
Rachel Corbett created an account today 3/2/06
Username: rachelcorbett

Her page is being branded as Mt. Lebanon and her account created is listed as a Mt. Lebanon account.

I'm not sure what is going on, can you look into this.
Is Mt. Lebanon getting all the account creation credit.

I will look at more library accounts first thing tomorrow morning.

Sharon

Sharon Verminski
eiNetwork
412.622.8820 Voice
412.622.3197 Fax

FW Highland Park.txt

From: Mary Smith [msmith@recordedbooks.com]
Sent: Tuesday, March 07, 2006 11:29 AM
To: 'OCLC Customer Support'
Cc: 'Peter Billson'; 'Jane Stanley'
Subject: FW: Highland Park

Follow Up Flag: Follow up
Flag Status: Green

Support:

Highland Park Public Library is having difficulty connecting remotely through their catalog. I have verified the URLs through the LRC and we are still having the same problem. Apparently, another library using Sirsi had a similar problem that was fixed through NetLibrary tech support. (See Library comments below)

Pertinent Links and Info:

Catalog: <http://catalog.hpplnj.org>
Search for: Bringing Down the House--this is the only title in the system at this point.
Barcode: 29301000258300

Thanks,
Mary

Mary Smith
Recorded Books, LLC
800-638-1304 ext.1421

-----Original Message-----

From: Peter Billson [mailto:Pete@ELBnet.com]
Sent: Tuesday, March 07, 2006 8:11 AM
To: Mary Smith
Cc: 'Lucy Paras'; 'Jane Stanley'; sandy.schlueter@sirdynix.com
Subject: Re: Highland Park

Mary,

According to Sandy from SirsiDynix the Bartlesville Public Library had the same problem we are having with the RPA referring link and a tech at NetLibrary knew the fix. Her log from that client notes:

netLibrary needs either:

1. just the root referring URL - which means just up to the first "/"
or
2. the root - which means up to the last "/"

Does this help you at all?

I *really* need to get this working today.

Pete Billson
--
<http://www.elbnet.com>
ELB Internet Service, Inc.
Web Design, Computer Consulting, Internet Hosting

RE NetLibrary Authentication Beta (CybraryN).txt
NetLibrary Authentication Beta (CybraryN) From: Downing,Nathan [downingn@oclc.org]
Sent: Thursday, March 09, 2006 11:57 AM
To: Verbinski, Sharon; Armagost,Ivy(NetLibrary); Harrison,Gillian(NetLibrary)
Cc: Williams, Ernest; Everitt, George; Serey, Rebecca; Mary Smith;
Bahe, Jonathan(NetLibrary)
Subject: RE: NetLibrary Authentication Beta (CybraryN)

Importance: High

Follow Up Flag: Follow up
Flag Status: Green

Sharon,

I am confused too. I understood Jonathan would have a product developer/technician from NetLibrary contact you about your Perl Script and getting it to work with some adjustments that you were going to test.

Ivy, or Gillian, can you comment about this? Also, can you answer these questions:
a.. Can someone explain, what the next step is and who is our main contact is at Recorded Books/ NetLibrary/OCLC to get the service working correctly.
b.. If the CybraryN software works for us, will there be any additional charges now or in the future?

Sincerely,
Nathan Downing
Senior Support Analyst
Customer Support
OCLC Inc.
email: support@oclc.org
cc: downingn@oclc.org
phone: 800-848-5878 x3019

From: Verbinski, Sharon [mailto:verbinskis@einetwork.net]
Sent: Thursday, March 09, 2006 8:56 AM
To: Mary Smith; Downing,Nathan
Cc: Williams, Ernest; Everitt, George; Serey, Rebecca
Subject: FW: NetLibrary Authentication Beta (CybraryN)

Nathan,
I'm very confused on what we are testing. I thought (per our conversation on 3/3 & 3/6) that we would be contacted by someone at NetLibrary regarding our Perl Script. You suggested that Jonathan thought our Perl Script would work with some adjustments that we were going to test.
I received the email below regarding a CybraryN pilot?

Can someone explain, what the next step is and who is our main contact is at Recorded Books/ NetLibrary/OCLC to get the service working correctly.

If the CybraryN software works for us, will there be any additional charges now or in the future?

Thanks,
Sharon

From: Ivy Armagost [mailto:iarmagost@netlibrary.com]
Page 1

RE NetLibrary Authentication Beta (CybraryN).txt

Sent: Wednesday, March 08, 2006 3:36 PM

To: Verbinski, Sharon

Subject: NetLibrary Authentication Beta (CybraryN)

I am contacting you regarding your potential participation in a beta test of the NetLibrary Authentication Server beta. Gillian Harrison had a conversation with Gladys Maharam, which eventually lead me to you. The CybraryN software that powers the service would be provided to you complimentary if you chose to participate. Additionally, I understand that this may resolve some technology conflict that you are currently experiencing.

If you'd like to participate, simply respond to my e-mail with a technical contact person on your end. I will then schedule a brief demo with Computers by Design (CybraryN software people). After that they will provide software and the beta will begin.

I look forward to working with you.

Best regards,

Ivy Armagost
Project Manager
NetLibrary, A Division of OCLC
iarmagost@netlibrary.com
Office: 303-381-8725

RE 1-33932771 Assistance still needed.txt

From: Mary Smith [msmith@recordedbooks.com]
Sent: Thursday, March 09, 2006 11:34 AM
To: 'OCLC Customer Support'
Subject: RE: 1-33932771 Assistance still needed?

Follow Up Flag: Follow up
Flag Status: Green

Yes, the library director is expecting a call from David at tech support. Her name is Lynn Snodgrass-Pilla.

-----Original Message-----

From: OCLC Siebel Workflow Manager - Prod [mailto:siebelProdWfmgr@oclc.org]
Sent: Thursday, March 09, 2006 5:26 AM
To: msmith@recordedbooks.com
Subject: RE: 1-33932771 Assistance still needed?

This is an automated follow-up message from OCLC concerning your pending Service Request.

Service Request:1-33932771
OCLC Service Request Owner: Nathan
Subject: NAD: Memorial Lib of Nazareth and Vicinity

Do you need further assistance with this issue? Reply to support@oclc.org to let us know the current status of this situation. We will be happy to continue working with you.

Sps 5 RE RE 1-32621703 Recorded Books problem redux.txt

From: Downing,Nathan [downingn@oclc.org]
Sent: Wednesday, March 22, 2006 6:32 PM
To: Armagost,Ivy(NetLibrary); Mary Smith
Cc: Jerry Hadley
Subject: [Sps: 5] RE: RE 1-32621703: Recorded Books problem redux

Follow Up Flag: Follow up
Flag Status: Green

That was it Ivy. Just you helping her resolve her authentication problems.

:)

Sincerely,
Nathan Downing
Senior Support Analyst
Customer Support
OCLC Inc.
email: salessupport@oclc.org
cc: downingn@oclc.org
phone: 800-848-5878 x3019

From: Ivy Armagost [mailto:iarmagost@netlibrary.com]
Sent: Wednesday, March 22, 2006 5:31 PM
To: Downing,Nathan; Mary Smith
Cc: Jerry Hadley
Subject: RE: RE 1-32621703: Recorded Books problem redux

I have responded to Sharon regarding the CybraryN beta program. That is the only item I have been involved with.

Nathan, what did you hand over to me?

From: Downing,Nathan [mailto:downingn@oclc.org]
Sent: Wednesday, March 22, 2006 3:24 PM
To: Mary Smith
Cc: Jerry Hadley; Ivy Armagost
Subject: RE 1-32621703: Recorded Books problem redux

Mary

For the title problem, I need a screen shot of the NetLibrary page that says the message "This Audiobook is not included in your library's collection and is unavailable for download." so I can see what NetLibrary account she is affiliating to.

As for the contact... Ivy Armagost told Sharon she would contact her. I am out of the service request at this point... as I handed it over to Ivy.

Sincerely,
Nathan Downing
Senior Support Analyst
Customer Support
OCLC Inc.

Sps 5 RE RE 1-32621703 Recorded Books problem redux.txt
email: salessupport@oclc.org
cc: downing@oclc.org
phone: 800-848-5878 x3019

[THREAD ID:1-JEECH]

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Wednesday, March 22, 2006 10:54 AM
To: Downing,Nathan
Cc: 'Jerry Hadley'
Subject: FW: Recorded Books problem redux

Nathan,

Another problem with Carnegie Library of PA...

Also, Sharon Verminksi mentions below that she hasn't heard back from us since 3/13/06 regarding resolution... Is this true?

Mary

From: Beasley, Sarah [mailto:beasleys@carnegielibrary.org]
Sent: Wednesday, March 22, 2006 9:07 AM
To: Mary Smith
Subject: FW: Recorded Books problem redux

Hi Mary,

We have recently encountered two instances when people who have set up an account at our Downtown and Business location (listed as Library Center with NetLibrary) have been unable to see the audiobook collection. Actually, in one case, they got to the NetLibrary page before logging in, but were only given the Reference Center. When they tried to go into a specific title via our catalog they received the message that I have forwarded below. When the first incident was reported I had staff at the branch set up a couple of test accounts, one on a staff PC and one on a public PC. These functioned correctly, so we assumed there was just a glitch in the customer's account set up. I went in and administratively set up a new account for him in Library Center. This account works fine. When Roye (a staff member there) reported the same problem I realized we might be looking at something bigger. Our network folks took a look at our end of things and think everything is good to go. That location does have two IP addresses, but on our end they are both set up correctly. Any ideas about what the problem might be?

Thanks, SpS 5 RE RE 1-32621703 Recorded Books problem redux.txt
Sarah

Sarah Beasley
Manager, Film and Audio Department
Carnegie Library of Pittsburgh
4400 Forbes Avenue
Pittsburgh, PA 15213
412.622.1918
beasleys@carnegielibrary.org

From: Werner, Roye
Sent: Tuesday, March 21, 2006 12:25 PM
To: Beasley, Sarah
Subject: RE: Recorded Books problem redux

Hi Sarah,

My account username is wernerr (I just signed up, because I couldn't remember what the old one was...) but none of my searches had gotten to the point where I needed it. I just re-did the search we did yesterday - went to Advanced Search, and then limited to eAudio - and then got a long list, of which I picked:

Who Does She Think She Is? by Benilde Little.

It then gave me this:

Author
Little, Benilde

Title
Little.
who does she think she is? [electronic resource] / by Benilde

Publisher
Prince Frederick, Md. : Recorded Books ; [Boulder, Colo. :
Made available electronically by] NetLibrary, 2006.

Edition
Unabridged.

Description
1 sound file (8 hr.) : digital, wma file.

Sps 5 RE RE 1-32621703 Recorded Books problem redux.txt

Click on the following to:

A downloadable audio book accessible through the World Wide Web; click for information

And when I clicked on that link, gave me the page that asks for your library card number. Putting that in, I then got this:

Listening Options

This Audiobook is not included in your Library's collection and is unavailable for download.

So the quest stopped there. (There was another title, but I can't remember which one.) I hope that helps - let me know if you need anything else -

Roye

-----Original Message-----

From: Beasley, Sarah
Sent: Tue 3/21/2006 11:51 AM
To: Werner, Roye
Cc:
Subject: FW: Recorded Books problem redux

Roye,

Do you mind passing along your NetLibrary account username and whatever titles you remember clicking on in the Catalog? I'll then pass along the information to our contact at Recorded Books and see if we can get this resolved.

Thanks,
Sarah

SpS 5 RE RE 1-32621703 Recorded Books problem redux.txt

From: Verminski, Sharon
Sent: Monday, March 20, 2006 3:48 PM
To: Beasley, Sarah
Cc: Werner, Roye
Subject: RE: Recorded Books problem redux

Hi Sarah,

Please contact Mary Smith at Recorded Books. Give her as much info as Roye has. NetLibrary account name, title being searched, etc.

I'm out of the office tomorrow to Friday.

Sorry I can't help more right now.

I have not heard a word from anyone at Recorded Books since the email I sent them on Monday 3-13-06. This is getting very frustrating.

Sharon

From: Beasley, Sarah
Sent: Monday, March 20, 2006 3:42 PM
To: Verminski, Sharon
Cc: Werner, Roye
Subject: Recorded Books problem redux

Hi Sharon,

Just wanted to give you a heads up that Roye Werner (staff member - Downtown & Business) experienced the exact same problem as our customer from Downtown. She was trying to explore the eAudio services and is unable to see the eAudio Center from Recorded Books. She is able to see the REference CEnter. Also, when she tried to access titles from the Catalog, she got a message saying that the titles were not included in her library's collection. Before I contact Recorded Books I wanted to let you know, and also let you know that the PC she was using is a staff PC (xz109z), in case that helps to identify a problem on our end. If not, I will go ahead and contact Recorded Books and let them know of our problem.

Thanks,
Sarah

FW Downloading Audio Books.txt

From: Mary Smith [msmith@recordedbooks.com]
Sent: Wednesday, March 22, 2006 11:07 AM
To: 'OCLC Customer Support'
Subject: FW: Downloading Audio Books

Follow Up Flag: Follow up
Flag Status: Green

-----Original Message-----

From: Svetlana Foley [mailto:svetlana_foley@hotmail.com]
Sent: Monday, March 20, 2006 12:49 PM
To: msmith@recordedbooks.com
Subject: FW: Downloading Audio Books

Hi, Mary -

could you/technical department please help me to help this patron?

He tried to use the service numerous times, but it never works - this is the message that aborts his download every time.

Thanks!

Svetlana Foley

-----Original Message Follows-----

From: George Meade <gameade@sbcglobal.net>
To: svetlana foley <svetlana_foley@hotmail.com>
Subject: Downloading Audio Books
Date: Fri, 17 Mar 2006 13:00:12 -0800 (PST)

In the midst of downloading a book from your website This message popped up, interrupting the downloading process:

C:\documents and settings\george meade\local settings\temporary internet files\content.ie5\y95ujq90\austin_city_blues_lone_st [2].wmc

Invalid menu handle.

FW SpS 5 FW NetLibrary account affiliation still Carol Stream PL (was RE URL change request).txt
From: Mary Smith [msmith@recordedbooks.com]
Sent: Wednesday, March 22, 2006 1:52 PM
To: 'OCLC Customer Support'
Subject: FW: [SpS: 5] FW: NetLibrary "account affiliation" still Carol Stream PL (was RE: URL change request)

Follow Up Flag: Follow up
Flag Status: Green

-----Original Message-----

From: Julie Adamski [mailto:jadamski@oak-brook.lib.il.us]
Sent: Tuesday, March 21, 2006 10:34 AM
To: Mary Smith
Subject: [SpS: 5] FW: NetLibrary "account affiliation" still Carol Stream PL (was RE: URL change request)

Hi Mary,
I don't know where you're at with this, when I log in from within the library, I see Oak Brook as the library, but when we log in from the outside, it thinks we're Carol Stream with no active collections.

If you want to test it out, I have a test home page with links:

<http://www.oak-brook.lib.il.us/test.shtml>

I'm talking about the link for "begin here--click to create your free Netlibrary account"

Or is it just not active because our subscription for the public doesn't begin until 4/1?

Thanks,
Julie

-----Original Message-----

From: Eric Bain [mailto:ebain@dupagels.lib.il.us]
Sent: Tuesday, March 21, 2006 8:59 AM
To: Julie Adamski
Subject: NetLibrary "account affiliation" still Carol Stream PL (was RE: URL change request)

Julie,

Just an FYI: NetLibrary is still displaying an "Account Affiliation" of Carol Stream Public Library when the OB RPA authentication page is used.
This text appears below the "Create Account" button on the page.

You probably already know that, but I wanted to be sure. This is an issue that NetLibrary can address by recognizing the full URL for your RPA authentication page. Thank you.

Regards,

Eric Bain
LLSAP Manager
DuPage Library System
127 South First Street
Geneva, IL 60134
IT Dept: 630-232-4674
Office: 630-232-8457, ext. 208

FW SpS 5 FW NetLibrary account affiliation still carol Stream PL (was RE URL change request).txt
Fax: 630-232-0699
<http://www.dupagels.lib.il.us>
<mailto:ebain@dupagels.lib.il.us>

-----Original Message-----

From: Julie Adamski [mailto:jadamski@oak-brook.lib.il.us]
Sent: Monday, March 20, 2006 7:03 PM
To: ebain@dupagels.lib.il.us
Subject: URL change request

Hi Eric,

Thanks for your work on the Netlibrary link for us. Netlibrary fixed the "welcome carol stream patron" thing on their end.

Would you be willing to or can you change the destination URL for the OB32 link you created <http://rpa.dupagels.lib.il.us/rpa/webauth?rs=OB32&lb=OB> so that it points to the create account page instead of just to Netlibrary? It's the URL below.

<http://www.netlibrary.com/CreateAccount.aspx>

Let me know if you're able to do that, thanks,

Julie

Julie Adamski
Electronic Resources Librarian
Oak Brook Public Library
600 Oak Brook Rd.
Oak Brook, IL 60523

630-990-2222 x29 FAX 630-990-4509

jadamski@oak-brook.lib.il.us

Page 2

FW Recorded Books problem redux.txt

From: Mary Smith [msmith@recordedbooks.com]
Sent: Wednesday, March 22, 2006 11:54 AM
To: 'Downing,Nathan'
Cc: 'Jerry Hadley'
Subject: FW: Recorded Books problem redux

Follow Up Flag: Follow up
Flag Status: Green

Nathan,

Another problem with Carnegie Library of PA...

Also, Sharon Verminksi mentions below that she hasn't heard back from us since 3/13/06 regarding resolution... Is this true?

Mary

From: Beasley, Sarah [mailto:beasley@carnegielibrary.org]
Sent: Wednesday, March 22, 2006 9:07 AM
To: Mary Smith
Subject: FW: Recorded Books problem redux

Hi Mary,

We have recently encountered two instances when people who have set up an account at our Downtown and Business location (listed as Library Center with NetLibrary) have been unable to see the audiobook collection. Actually, in one case, they got to the NetLibrary page before logging in, but were only given the Reference Center. When they tried to go into a specific title via our catalog they received the message that I have forwarded below. When the first incident was reported I had staff at the branch set up a couple of test accounts, one on a staff PC and one on a public PC. These functioned correctly, so we assumed there was just a glitch in the customer's account set up. I went in and administratively set up a new account for him in Library Center. This account works fine. When Roye (a staff member there) reported the same problem I realized we might be looking at something bigger. Our network folks took a look at our end of things and think everything is good to go. That location does have two IP addresses, but on our end they are both set up correctly. Any ideas about what the problem might be?

Thanks,

Sarah

FW Recorded Books problem redux.txt

Sarah Beasley
Manager, Film and Audio Department
Carnegie Library of Pittsburgh
4400 Forbes Avenue
Pittsburgh, PA 15213
412.622.1918
beasleys@carnegielibrary.org

From: Werner, Roye
Sent: Tuesday, March 21, 2006 12:25 PM
To: Beasley, Sarah
Subject: RE: Recorded Books problem redux

Hi Sarah,

My account username is wernerr (I just signed up, because I couldn't remember what the old one was...) but none of my searches had gotten to the point where I needed it. I just re-did the search we did yesterday - went to Advanced Search, and then limited to eAudio - and then got a long list, of which I picked:

Who Does She Think She Is? by Benilde Little.

It then gave me this:

Author
Little, Benilde

Title
who does she think she is? [electronic resource] / by Benilde Little.

Publisher
Prince Frederick, Md. : Recorded Books ; [Boulder, Colo. :
Made available electronically by] NetLibrary, 2006.

Edition
Unabridged.

Description
1 sound file (8 hr.) : digital, wma file.

FW Recorded Books problem redux.txt

Click on the following to:

A downloadable audio book accessible through the World Wide Web; click for information

And when I clicked on that link, gave me the page that asks for your library card number. Putting that in, I then got this:

Listening Options

This Audiobook is not included in your Library's collection and is unavailable for download.

So the quest stopped there. (There was another title, but I can't remember which one.) I hope that helps - let me know if you need anything else -

Roye

-----Original Message-----

From: Beasley, Sarah
Sent: Tue 3/21/2006 11:51 AM
To: Werner, Roye
Cc:
Subject: FW: Recorded Books problem redux

Roye,

Do you mind passing along your NetLibrary account username and whatever titles you remember clicking on in the Catalog? I'll then pass along the information to our contact at Recorded Books and see if we can get this resolved.

Thanks,
Sarah

From: Verminski, Sharon
Sent: Monday, March 20, 2006 3:48 PM
To: Beasley, Sarah
Cc: Werner, Roye
Subject: RE: Recorded Books problem redux

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FW Recorded Books problem redux.txt

Hi Sarah,

Please contact Mary Smith at Recorded Books. Give her as much info as Roye has. NetLibrary account name, title being searched, etc.

I'm out of the office tomorrow to Friday.

Sorry I can't help more right now.

I have not heard a word from anyone at Recorded Books since the email I sent them on Monday 3-13-06. This is getting very frustrating.

Sharon

From: Beasley, Sarah
Sent: Monday, March 20, 2006 3:42 PM
To: Verbinski, Sharon
Cc: Werner, Roye
Subject: Recorded Books problem redux

Hi Sharon,

Just wanted to give you a heads up that Roye Werner (staff member - Downtown & Business) experienced the exact same problem as our customer from Downtown. She was trying to explore the eAudio services and is unable to see the eAudio Center from Recorded Books. She is able to see the Reference Center. Also, when she tried to access titles from the Catalog, she got a message saying that the titles were not included in her library's collection. Before I contact Recorded Books I wanted to let you know, and also let you know that the PC she was using is a staff PC (xz109z), in case that helps to identify a problem on our end. If not, I will go ahead and contact Recorded Books and let them know of our problem.

Thanks,
Sarah

SPS 5 RE One More Detail.txt

From: Zoie Mellios [zmellios@netlibrary.com]
Sent: Monday, April 10, 2006 1:18 PM
To: Mary Smith
Subject: [SPS: 5] RE: One More Detail

Follow Up Flag: Follow up
Flag Status: Green

Updated.

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Monday, April 10, 2006 10:16 AM
To: Zoie Mellios
Subject: FW: One More Detail

Catasqua is missing for the Bethlehem Area District master account login.

Mary

From: Mary Kupferschmid [mailto:mkupferschmid@bapl.org]
Sent: Friday, April 07, 2006 12:35 PM
To: Mary Smith
Subject: One More Detail

The reports are great - it was fun to look at all the numbers. There's just one library that isn't included in the all-encompassing Bethlehem Area Public Library eAudiobooks category - Catasqua. It isn't significant now because they had no downloads by March 31, but I hope they will have some in the future! Whenever you can get it added before the end of April will be fine. They are included in the separate listing. Thanks!

-- Mary S. Kupferschmid, Administrative Coordinator & District Consultant
Bethlehem Area Public Library
11 West Church St. Bethlehem PA 18018
Tel: 610-867-3761, X212
Fax: 610-867-2767

Sps 5 RE Sps 5 still not working.txt
From: Zoie Mellios [zmellios@netlibrary.com]
Sent: Monday, April 17, 2006 6:53 PM
To: Mary Smith
Subject: [Sps: 5] RE: [Sps: 5] still not working

Follow Up Flag: Follow up
Flag Status: Green

You did great. Jonathan is now involved and hopefully that will push this issue to the forefront.

-----Original Message-----

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Monday, April 17, 2006 7:51 AM
To: Zoie Mellios
Subject: FW: [Sps: 5] still not working

Zoie,

I wanted to make sure I covered all the bases here with the reps for both you and me.

Mary

-----Original Message-----

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Monday, April 17, 2006 9:50 AM
To: 'jhadley@recordedbooks.com'; 'Roger Corriveau'
Cc: zmellios@netlibrary.com
Subject: FW: [Sps: 5] still not working

Jerry/Roger,

I have been speaking with NetLibrary consistently over the past week and a half trying to resolve her problem. As I stated in my earlier email, NetLibrary created a second account instead of just adding the eAudiobooks to the ebook account. This is where her problem lies. Zoie at NetLibrary cannot just delete the second account without it going through the normal channels and I know that she submitted the request when we discovered the problem. She did upgrade the priority on this request.

I don't know what else Zoie and I can do to get this moving any faster.

Mary

-----Original Message-----

From: Gunn Memorial Library [mailto:gunnlib@biblio.org]
Sent: Thursday, April 13, 2006 4:48 PM
To: Mary Smith
Cc: Roger Corriveau
Subject: [Sps: 5] still not working

Mary,

It is the afternoon of 4/13 and still no sign of this issue being resolved.

We released the information to a local newspaper about the availability of downloadable audiobooks from our website, publicized this in our newsletter and purchased MP3 players to loan to our patrons. We are all set to go and are anxious to get the show on the road.

Could you please get in touch with NetLibrary again and ask why this is taking so long?

Sps 5 RE Sps 5 still not working.txt

Thanks,
Kristine Dyson
Gunn Memorial Library
Washington, CT

-----Original Message-----

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Monday, April 10, 2006 11:40 AM
To: 'Gunn Memorial Library'
Subject: RE: [Sps: 5] RE: [Sps: 5] Correct URLs?

I spoke to NetLibrary this morning and they are still working on resolving the issue. They are estimating that the account will be fixed by 4/13.

Best,
Mary

-----Original Message-----

From: Gunn Memorial Library [mailto:gunnlib@biblio.org]
Sent: Monday, April 10, 2006 11:24 AM
To: Mary Smith
Subject: [Sps: 5] RE: [Sps: 5] Correct URLs?

Mary,

This issue has still not been resolved. Could you please give whoever is in charge of this a nudge?

Thanks,
Kristine

-----Original Message-----

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Tuesday, April 04, 2006 10:01 AM
To: 'Polly Roberts'
Cc: 'Kristine Dyson'; 'Amy Terlaga'
Subject: RE: [Sps: 5] Correct URLs?

Hi Polly,

I spoke to Kristine yesterday regarding this issue... Basically, you have two accounts with NetLibrary; one for ebooks and one for eaudiobooks. This should not happen. When you are authenticating you only see the ebook section because you are authenticating into that account only. I have put in the request to remove the extra account and add the eaudiobook subscription to your existing account for the ebooks. This may take a day or so but I will keep you posted.

Best,
Mary

-----Original Message-----

From: Polly Roberts [mailto:polly@pollyroberts.com]
Sent: Monday, April 03, 2006 6:42 PM
To: Mary Smith
Cc: Kristine Dyson; Amy Terlaga
Subject: [Sps: 5] Correct URLs?

SpS 5 RE SpS 5 still not working.txt

Dear Mary,
I still do not get a direct link (from the GML authentication page) to the Recorded Books section of your site.

From our site we introduce Audiobooks.

<http://www.gunnlibrary.org/links.html>

But we refer patrons to an authentication page

http://biblio_rpa.biblio.org/rpa/webauth.exe?lb=wshgtn&rs=netlibws

Once a patron fills in their bar code number and hits "login" They are delivered to a page that's only about eBooks: <http://www.netlibrary.com>

I think it would make so much more sense if they were delivered to the recorded books page: <http://www.netlibrary.com/recordedbooks>

Please let me know what I can do to make this happen.
Thank you so much, Polly

Kristine and I feel it's important that the NetLibrary page have a link to Audiobooks, so please let us know the correct NetLibrary URL to use, or see if you can correct the situation on your end? Kristine has lined up quite a lot of press that touts this will be available as of April 1. And it's my fault this hasn't been implemented sooner, but this is a volunteer job for me, and sometimes, I just can't get to it as promptly as I should. Many thanks for your help, Polly

Polly Roberts | 8 South St. | Washington, CT 06793

P: 860-868-0131 | F: 860-868-9970 | C: 617-827-7577

Email: polly@pollyroberts.com

Web: <http://www.pollyroberts.com>

FW SpS 5 still not working

From: Jerry Hadley [jhadley@recordedbooks.com]
Sent: Monday, April 17, 2006 5:15 PM
To: 'Maureen Kanwischer'; 'Jonathan Bahe'; 'swasinger@netlibrary.com'
Cc: 'Mary Smith'; 'Matt Walker'
Subject: FW: [SpS: 5] still not working

Maureen/Jonathan/Scott,

HELP.....

Jerry

-----Original Message-----

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Monday, April 17, 2006 9:50 AM
To: jhadley@recordedbooks.com; 'Roger Corriveau'
Cc: zmellios@netlibrary.com
Subject: FW: [SpS: 5] still not working

Jerry/Roger,

I have been speaking with NetLibrary consistently over the past week and a half trying to resolve her problem. As I stated in my earlier email, NetLibrary created a second account instead of just adding the eAudiobooks to the ebook account. This is where her problem lies. Zoie at NetLibrary cannot just delete the second account without it going through the normal channels and I know that she submitted the request when we discovered the problem. She did upgrade the priority on this request.

I don't know what else Zoie and I can do to get this moving any faster.

Mary

-----Original Message-----

From: Gunn Memorial Library [mailto:gunnlib@biblio.org]
Sent: Thursday, April 13, 2006 4:48 PM
To: Mary Smith
Cc: Roger Corriveau
Subject: [SpS: 5] still not working

Mary,

It is the afternoon of 4/13 and still no sign of this issue being resolved.

We released the information to a local newspaper about the availability of downloadable audiobooks from our website, publicized this in our newsletter and purchased MP3 players to loan to our patrons. We are all set to go and are anxious to get the show on the road.

Could you please get in touch with NetLibrary again and ask why this is taking so long?

Thanks,
Kristine Dyson
Gunn Memorial Library
Washington, CT

-----Original Message-----

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Monday, April 10, 2006 11:40 AM
To: 'Gunn Memorial Library'
Subject: RE: [SpS: 5] RE: [SpS: 5] Correct URLs?

Page 1

FW SpS 5 still not working

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-----Original Message-----

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Sent: Tuesday, April 04, 2006 10:01 AM
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Hi Polly,

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Best,
Mary

-----Original Message-----

From: Polly Roberts [mailto:polly@pollyroberts.com]
Sent: Monday, April 03, 2006 6:42 PM
To: Mary Smith
Cc: Kristine Dyson; Amy Terlaga
Subject: [SpS: 5] Correct URLs?

Dear Mary,
I still do not get a direct link (from the GML authentication page) to the Recorded Books section of your site.

From our site we introduce Audiobooks.

<http://www.gunnlibrary.org/links.html>

But we refer patrons to an authentication page

http://biblio_rpa.biblio.org/rpa/webauth.exe?lb=wshgtn&rs=netlibws

Once a patron fills in their bar code number and hits "login" They are delivered to a page that's only about eBooks: <http://www.netlibrary.com>

I think it would make so much more sense if they were delivered to the recorded

Page 2

FW Sps 5 still not working
books page: <http://www.netlibrary.com/recordedbooks>
Please let me know what I can do to make this happen.
Thank you so much, Polly

Kristine and I feel it's important that the NetLibrary page have a link to Audiobooks, so please let us know the correct NetLibrary URL to use, or see if you can correct the situation on your end? Kristine has lined up quite a lot of press that touts this will be available as of April 1. And it's my fault this hasn't been implemented sooner, but this is a volunteer job for me, and sometimes, I just can't get to it as promptly as I should.
Many thanks for your help, Polly

Polly Roberts | 8 South St. | Washington, CT 06793
P: 860-868-0131 | F: 860-868-9970 | C: 617-827-7577
Email: polly@pollyroberts.com
Web: <http://www.pollyroberts.com>

RE UK titles on website

From: Jerry Hadley [mailto:jhadley@recordedbooks.com]
Sent: Friday, April 28, 2006 11:44 AM
To: 'Gillian Harrison'
Subject: RE: UK titles on website

Gillian,

Has this been resolved?

Thanks.

Jerry

From: Gillian Harrison [mailto:gharrison@netlibrary.com]
Sent: Monday, March 27, 2006 11:49 PM
To: Jerry Hadley
Cc: Carla Evans; Matt Walker; Maureen Kanwischer
Subject: RE: UK titles on website

Jerry - We have a fix in QA and are testing it and expect it to go live early this week. I'll let you know as soon as it is completed.

gillian

From: Jerry Hadley [mailto:jhadley@recordedbooks.com]
Sent: Monday, March 27, 2006 10:13 AM
To: Gillian Harrison
Subject: RE: UK titles on website

Gillian,

Any update on this problem?

Thanks.

RE UK titles on website

Jerry

From: Gillian Harrison [mailto:gharrison@netlibrary.com]
Sent: Thursday, March 23, 2006 1:09 PM
To: Carla Evans
Cc: Matt Walker; jhadley@recordedbooks.com
Subject: RE: UK titles on website

Carla -- I'm aware of the issue and we are working on it. I hope to have the issue resolved today.

gillian

From: Carla Evans [mailto:cevans@recordedbooks.com]
Sent: Mon 3/20/2006 6:04 AM
To: Gillian Harrison
Cc: 'Matt Walker'; jhadley@recordedbooks.com
Subject: UK titles on website

Hi Gillian,

I hope you had a good weekend.

Last week we had several inquiries from libraries asking about titles that came up "Not part of your library's collection". Upon further investigation it turns out that these titles were part of the WF Howes collection. From what I can tell the titles do not come up if you search by author or title but when I clicked on MYSTERY to do a search, 8 out of 30 titles on just the first page come up that are part of the UK collection-I have listed them below.

Can you tell me why this would be happening and how we can prevent it? I am in the office today until 4pm EST if you would like to call me to discuss.

Thanks for your help.

BLOOD ON THE TONGUE-Product ID: 131225

BLIND TO THE BONES-Product ID: 131227

BAD MONEY-Product ID: 131238

BEGGAR'S BANQUET-Product ID: 129201 (this is an Ian Rankin title)

THE BIG NOWHERE-Product ID: 131205

BLACK DOG-Product ID: 131226

RE UK titles on website

BLACK FLY SEASON-Product ID: 131224

THE BEAST MUST DIE-Product ID: 133124

Carla C. Evans

Director of Marketing

Recorded Books, LLC

270 Skipjack Rd.

Prince Frederick, MD 20678

410-535-5590, ext 1147

Fax: 410-414-2576

FW PALS Library Access to Listen ILL
PALS library Access to Listen ILL From: Jerry Hadley [jhadley@recordedbooks.com]
Sent: Wednesday, May 24, 2006 5:57 PM
To: 'Scott Wasinger'
Subject: FW: PALS library Access to Listen ILL

Scott,

Here is Jonathan's email to me last week about the "fix" for these libraries.

Zoie told Mary Smith this morning that her request for technical help was still in the pipeline, and had been since May 10.

I am interested primarily in getting these libraries going. Thanks for any assistance.

Jerry

From: Jonathan Bahe [mailto:jbahe@netlibrary.com]
Sent: Wednesday, May 17, 2006 12:40 PM
To: Jerry Hadley
Subject: PALS Library Access to Listen ILL

Jerry,

The fix we discussed yesterday should be going out tomorrow.

Thanks,

Jonathan

FW SpS 5 RE SpS 5 RE SpS 5 eiNetwork Carnegie .txt
eiNetwork / Carnegie Library AccountsFrom: Mary Smith [msmith@recordedbooks.com]
Sent: Monday, September 18, 2006 3:54 PM
To: 'Zoie Mellios'
Subject: FW: [SpS: 5] RE: [SpS: 5] RE: [SpS: 5] eiNetwork / Carnegie

Follow Up Flag: Follow up
Flag Status: Green

Can you help me straighten this out? I don't know what to tell her.

Mary

From: Verbinski, Sharon [mailto:verbinskis@einetwork.net]
Sent: Monday, September 18, 2006 12:26 PM
To: Mary Smith
Cc: Beasley, Sarah
Subject: [SpS: 5] RE: [SpS: 5] RE: [SpS: 5] eiNetwork / Carnegie

Hi Mary,

I only see Plum Community in my list, what is Plum Borough Library for?

I checked Plum Community and I do not see the Power library referring URLs.

Also I still only see the eAudioobook collections, no eBook collections as our other sites have.

Am I missing something? The login I'm using is sverbinski in the Library Resource Center.

Please let me know,

Sharon

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Monday, September 18, 2006 11:58 AM
To: Verbinski, Sharon
Subject: RE: [SpS: 5] RE: [SpS: 5] eiNetwork / Carnegie Library Accounts

NetLibrary accidentally assigned the address to Plum Borough Library instead of Plum Community. I apologize for the confusion, please try again.

FW SpS 5 RE SpS 5 RE SpS 5 eiNetwork Carnegie .txt

Mary

From: Verbinski, Sharon [mailto:verbinskis@einetwork.net]
Sent: Thursday, September 14, 2006 4:52 PM
To: Mary Smith
Cc: Beasley, Sarah
Subject: [SpS: 5] RE: [SpS: 5] eiNetwork / Carnegie Library Accounts

Hi Mary,

Thanks so much for adding the IP. Does it take a while to show up in the Library Resource Center? There is still no IP or additional referring URLs listed.

Also, who should I contact about getting the eBook collections added to the Plum account?

Thanks,

Sharon

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Thursday, September 14, 2006 11:07 AM
To: Verbinski, Sharon
Subject: RE: [SpS: 5] eiNetwork / Carnegie Library Accounts

Hi Sharon,

The IP address has been added. Let me know if you find anything else.

Mary

From: Verbinski, Sharon [mailto:verbinskis@einetwork.net]
Sent: Wednesday, September 13, 2006 1:20 PM
To: Mary Smith
Cc: Beasley, Sarah
Subject: [SpS: 5] eiNetwork / Carnegie Library Accounts

FW SpS 5 RE SpS 5 RE SpS 5 eiNetwork Carnegie .txt

Hi Mary,
We've noticed a discrepancy with at least one of our NetLibrary Accounts in the Library Resource Center. Some Libraries do not have the full collection of eBooks and eAudio and some do not have an IP address entered, nor do they have all of the referring URLs.

Please see the example of Avalon Library and Plum Library. I need to go through each account and check.

Can you get the IP 216.183.185.92 added for Plum and the full collections list. I'll be in touch with other discrepancies I may find.

Thanks,
Sharon

Example for Avalon Library for Available Collections:

Access PA
AccessPA Public Libraries
Avalon
Carnegie Library of Pittsburgh
Carnegie Library of Pittsburgh -eAudibooks
eAudibooks CEV Holy Bible
eAudibooks Pimsleur Language Series
eAudionooks US & Canada Core Collection
eAudioEssentials Collection
PALINET
PALINET 2001
PALINET Shared Reference Center 2004

Referring URLs for Avalon Account:

Referring URLs
www.einetwork.net/netlib/lib2.cfm
www.powerlibrary.net/Remote/MainR.asp?ID=PL3183
www.powerlibrary.org/Interface/IntLinks/NetLibrary.asp?ID=PL3183

Example for Plum Library for Available Collections:

Carnegie Library of Pittsburgh -eAudibooks
eAudibooks CEV Holy Bible
eAudibooks Pimsleur Language Series
eAudionooks US & Canada Core Collection
eAudioEssentials Collection
Plum Community Library

Referring URLs for Plum Account:

Referring URLs
www.einetwork.net/netlib/lib59.cfm

Mary Smith

From: Eric Cussen [ecussen@netlibrary.com]
Sent: Friday, September 29, 2006 12:23 PM
To: Mary Smith; Mumaw,Brenda (OCLC)
Cc: Natalie Jones; Zoie Mellios; Scott Wasinger
Subject: RE: September Title Load

Hi Mary,

We realize this does raise questions from time to time but we're talking about a very small subset of titles. OCLC has had systems and processes in place for handling collection sets for years and we've simply hooked into those existing systems. The same situation exists for eBook collection sets. We have explored other options but any option we choose would still have some lag time. There's simply no way we can get MARCs to the libraries in real-time, which is probably what they want (I don't know why they wouldn't want that). Given the options we have, the time and cost to make a change, the possible impact on eBook customers and the difficulties of coordinating development schedules between NL and OCLC to get a joint project underway, I think this is the best we can do for the foreseeable future.

Thanks,

-Eric

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Friday, September 29, 2006 9:37 AM
To: Eric Cussen; Mumaw,Brenda (OCLC)
Cc: Natalie Jones; Zoie Mellios; Scott Wasinger
Subject: RE: September Title Load

Thanks for the info Eric.

I just have a few more questions. We frequently get calls from libraries complaining that the titles are available on the site but they don't have the MARCs to load in the catalog. I can explain why based on the info below but I know the question will arise as to why it takes three weeks to send the MARC notifications when the titles are already available. I do understand that we have to allow time for each department to complete their appropriate functions. Is there anything RB can do to shorten that time frame? Any suggestions?

Any additional info that you can provide would be greatly appreciated.

Best,
Mary

From: Eric Cussen [mailto:ecussen@netlibrary.com]
Sent: Thursday, September 28, 2006 1:28 PM
To: Mumaw,Brenda (OCLC); Mary Smith
Cc: Natalie Jones; Zoie Mellios; Eric Cussen
Subject: RE: September Title Load

Hi Mary,

Yes, there is a requirement for MARC records to be created before we can load a book to our site but that is not the crux of the issue here, which seems to surround delivery of MARCs to libraries for titles already loaded to the NetLibrary site and already delivered into libraries' electronic content collections.

There is a process for notifying Brenda's group of changes to all the "Collection Sets" we've identified (all the Recorded Books titles are in Collection Sets) which happens once per month. As Brenda states, that occurs on the 25th of each month. The job which runs at NetLibrary looks at all the Collection Sets, determines what titles have been added (or removed) from each one since the last job run, and reports that information to Brenda's group.

So, Brenda's group -- in their role of tracking what titles loaded on the NetLibrary site are placed in which Collection Sets -- would only have been notified earlier this week of changes to Collection Sets made in September.

Once NetLibrary delivers the addition and deletion lists to Brenda's group, we are out of the loop. Of course it takes Brenda's group some time to integrate the changes into the master lists they keep and it takes additional time to notify libraries. Brenda seems to indicate below that the changes from 8/25 to 9/24 have been processed and that e-mails will be going out to libraries this week and next.

So I think the answer to the original question: "Do you know when the MARC records were sent for the batch loaded the first week of September?", is that they haven't been sent yet, but will be sent very shortly.

Let me give you an example to illustrate the process a little better. Let's say a library orders audio books on August 15th and they pick up their MARC records shortly thereafter. Between the 25th of July when our system last sent updates to Brenda's group and the 25th of August when we sent the next update, books would have been loaded to our site. So, between August 15th when the library has access to the content and September 1st when a new MARC collection set update is available, any new books loaded to the site will be available to the library (provided those titles are being loaded to a collection they purchased of course) but they won't get MARC records for those few new titles until the beginning of September. In other words, there is always lag time between the time a new title hits our site and when the MARC update is available. The amount of lag time is dependent on when the title hits our site. The earlier in the month, the longer the lag time.

I hope this helps.

For future reference, please contact Scott Wasinger (swasinger@netlibrary.com) or myself with any questions or issues. Contacting Scott or myself just helps us run interference for our development and ops people so they don't get bogged down.

Thanks,

-Eric

From: Mumaw,Brenda [mailto:mumawb@oclc.org]
Sent: Thursday, September 28, 2006 9:43 AM
To: Natalie Jones; Mary Smith; Zoie Mellios; Eric Cussen
Subject: RE: September Title Load

From: Natalie Jones [mailto:njones@netlibrary.com]
Sent: Thursday, September 28, 2006 11:42 AM
To: Mary Smith; Mumaw,Brenda; Zoie Mellios
Subject: RE: September Title Load

Hi Eric,

Can you answer Mary's question below? I believe it to be a timing issue.

Thanks,
Natalie

From: Zoie Mellios [mailto:zmellios@netlibrary.com]
Sent: Thursday, September 28, 2006 11:24 AM
To: Mumaw,Brenda (OCLC); Mary Smith
Subject: RE: September Title Load

Hello,

I'm sorry I do not have the answers to these questions. My understanding is we provide OCLC with the titles and they get loaded somehow from there. I don't have timeline information, or the complete process. I'm sure this question could be better answered by some one in the Marc record department, but I'm not sure who that would be.

Thanks,
Zoie

From: Mumaw,Brenda [mailto:mumawb@oclc.org]
Sent: Thursday, September 28, 2006 9:19 AM
To: Mary Smith
Cc: Zoie Mellios
Subject: RE: September Title Load

Maybe Zoie can answer for NetLibrary. We get updated records from NetLibrary on the 25th of every month. I am working on the September orders now.

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Thursday, September 28, 2006 11:16 AM
To: Mumaw,Brenda
Subject: RE: September Title Load

Hi Brenda,

I'm confused. NetLibrary said they loaded the titles in the 1st week of September. I'm trying to understand the process once NetLibrary loads the titles to the collections for public view. Can you give me an idea of what happens after NetLibrary loads the titles to the site? It was my understanding that they couldn't load the titles until MARCs were created.

Thanks for your help!

Mary

From: Mumaw,Brenda [mailto:mumawb@oclc.org]
Sent: Wednesday, September 27, 2006 4:11 PM
To: Mary Smith
Subject: RE: September Title Load

The title were added yesterday and the emails will be going to users this week and part of next. I show

JPainter@princetonlibrary.org as the contact for Princeton Public Library.
Brenda

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Wednesday, September 27, 2006 3:55 PM
To: Mumaw,Brenda
Subject: September Title Load

Hi Brenda,

Do you know when the MARC records were sent for the batch loaded the first week of September?
Particularly, I need to know when it was sent to BSilberstein@princetonlibrary.org at Princeton Library.

mary

Mary Smith
Recorded Books, LLC
800-638-1304 ext.1421
208-474-4525--fax

FW SpS 5 Corrections to setup.txt
Corrections to setup?From: Mary Smith [msmith@recordedbooks.com]
Sent: Tuesday, October 17, 2006 11:07 AM
To: 'Zoie Mellios'
Subject: FW: [SpS: 5] Corrections to setup?

Follow Up Flag: Follow up
Flag Status: Green

FYI

From: Carrie Haverman [mailto:chaverman@dcls.org]
Sent: Friday, October 13, 2006 3:19 PM
To: msmith@recordedbooks.com
Subject: [SpS: 5] Corrections to setup?

And last, just an FYI, I know it's Friday and I'm going home at 4:30 today...the OCLC help was atrocious. The guy told me that it wouldn't work with Windows Media Player 9, even though all of the promo materials say use 9 or 10. He then sent me a followup email (instead of calling) with useless information telling me how to resolve an error code I didn't tell him I had. We did get our local techs to figure it out--don't know how or what they did--I just got a call that it was working.

Carrie Haverman, District Consultant
Capital Area Library District
Dauphin County Library System
101 Walnut St. Harrisburg, PA 17101
phone: 717.234.4961 x106
fax: 717.234.7479
chaverman@dcls.org

RE September Title Load.txt

From: Mary Smith [msmith@recordedbooks.com]
Sent: Wednesday, November 08, 2006 7:49 AM
To: 'Eric Cussen'
Subject: RE: September Title Load

Follow Up Flag: Follow up
Flag Status: Green

Thanks

From: Eric Cussen [mailto:ecussen@netlibrary.com]
Sent: Tuesday, November 07, 2006 8:31 PM
To: Mary Smith; Mumaw, Brenda (OCLC)
Subject: RE: September Title Load

Sorry it's taking so long Mary. I still don't have an answer as to what happened. Our systems show that the request was sent to OCLC in Dublin but the systems in Dublin have no record of it. Obviously the data was lost somewhere but I haven't been able to figure out where. To make it harder, this seems to be an anomaly. Other requests seem to be working without a problem.

-Eric

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Friday, October 20, 2006 8:43 AM
To: Eric Cussen; Mumaw, Brenda (OCLC)
Subject: RE: September Title Load

Hi Eric,

I know you are very busy but have you been able to track this down....

Mary

From: Eric Cussen [mailto:ecussen@netlibrary.com]
Sent: Thursday, October 05, 2006 2:08 PM
To: Mumaw, Brenda (OCLC); Mary Smith
Subject: RE: September Title Load

RE September Title Load.txt

Yes, I'm still working on it. I've got a couple people investigating what happened, but there are a lot of other fires right now too.

From: Mumaw, Brenda [mailto:mumawb@oclc.org]
Sent: Thursday, October 05, 2006 7:27 AM
To: Mary Smith; Eric Cussen
Subject: RE: September Title Load

Eric - Are you still looking into this?

Brenda

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Wednesday, October 04, 2006 3:22 PM
To: Mumaw, Brenda; Cussen, Eric(NetLibrary)
Subject: RE: September Title Load

Hi Eric,

RB is having an internal meeting on Friday to discuss what we can do to notify the customers of delivery dates for the MARCs but have you had a chance to find out why the titles below were not added to the MARC batch of 9/29.

Thanks,

Mary

From: Mumaw, Brenda [mailto:mumawb@oclc.org]
Sent: Tuesday, October 03, 2006 11:25 AM
To: Mary Smith; Cussen, Eric(NetLibrary)
Subject: RE: September Title Load

Here is the email that went out to Princeton Public Library on 9/29/2006:

-----Original Message-----

From: Mumaw, Brenda [mailto:mumawb@oclc.org]

Sent: Friday, September 29, 2006 1:30 PM

Page 2

RE September Title Load.txt

To: jpainter@princetonlibrary.org

Cc: marcorders(NetLibrary); paloclc-orders@palinet.org

Subject: PPR - Princeton Pub Libr - Order 23361 / 27837

Greetings,

Your NetLibrary file is ready for retrieval via the OCLC Product Services Web (PSW). This file is OCLC-MARC data and can be loaded into your local system or opened with a MARC editing tool to view or edit the records. Your file name is enclosed below and will be out on the PSW for a 90-day period. Please retrieve your file within that time period by following the steps below. If you need assistance, you may contact our Customer Service Dept. at 1-800-848-5800.

1. Click on PSW url <http://psw.oclc.org/psw/>.
2. Click on "Records and Reports".
3. Click on "OCLC WorldCat Collection Sets".
4. Type in appropriate authorization and password.
5. Click on file or record name. Please ignore the COUNT files.
6. Right-click the file of records you want to download.

If using Internet Explorer, click Save Target As.

If using Netscape Navigator, a small menu will appear (after you have right-clicked the

file you want), click Save Link As.

7. Optional - Rename file. Your local system may have specific requirements for file names. If so, on the bottom type the name of the file using your local system's file naming conventions.

8. To save the file, click Save if using Internet Explorer. If using Netscape Navigator,

click Save this file to disk then OK.

For more information about Collection Sets visit:

<http://collectionsets.oclc.org/JustLooking?cmd=displayElectronicSets>

Brenda Mumaw

OCLC Online Computer Library Center

mumawb@oclc.org

1-800-848-5878 x6431

RE September Title Load.txt
Order 23361 for institution PRINCETON PUB LIBR has completed processing.

Holdings were set and records sent for 36 records on 2006-09-28.

The EDX output file name is D060928.B0023361 The records are sequenced by Set Symbol, Subset Symbol, and OCLC Number as indicated below.

SUBSET NETLIBRARY - EAUDIOBOOKS US & CANADA CORE COLL

25

SET NETLIBRARY - EAUDIOBOOKS US & CANADA CORE COLL

25

SUBSET NETLIBRARY - EAUDIOBOOKS CHILDREN & YOUNG ADUL

11

SET NETLIBRARY - EAUDIOBOOKS CHILDREN & YOUNG ADUL

11

ORDER TOTAL

36

0 RECORDS OMITTED DUE TO WORLDCAT HOLDINGS ALREADY SET

OR DUPLICATE OCLC RECORD NUMBERS WITHIN THE ORDER

From: Mary Smith [mailto:msmith@recordedbooks.com]
Sent: Tuesday, October 03, 2006 11:19 AM
To: Cussen, Eric(NetLibrary); Mumaw, Brenda
Subject: RE: September Title Load

Eric/Brenda,

Here is the email that I received from the customer, Princeton Public Library.

The file was left for us on OCLC on 9/28. It would be nice to actually get that collection's MARC records sooner in the month.

What is interesting is that we did *not* receive MARC records for the following
Page 4

Mary Smith

From: Mary Smith [msmith@recordedbooks.com]
Sent: Wednesday, November 22, 2006 9:26 AM
To: 'Scott Wasinger'
Cc: 'Zoie Mellios'
Subject: RE: LRC Reporting for Bergen County
Attachments: rBooks.xls

Scott,

Zoie mentioned that I could send this info directly to you in her absence.

I have attached a copy of their report for your review. Based on my conversations w/ BCCLS, they would like the following:

-One report that encompasses data for each library in their group; generated monthly.
-Data should include: New Accounts, Adult Checkouts, Bible Checkouts, Pimsleur Checkouts, Adult Renewals, Bible Renewals, Pimsleur Renewals

The best example is under the Feb 06 tab of their spreadsheet. They list the information as Pimsleur and non-Pimsleur but that is not necessary. As long as we break the individual collections out; they will be able to merge the information as needed.

Let me know if you have any questions.

Best,
Mary

Mary Smith
Recorded Books, LLC
800-638-1304 ext.1421

From: Scott Wasinger [mailto:swasinger@netlibrary.com]
Sent: Friday, November 10, 2006 4:02 PM
To: Zoie Mellios
Cc: Mary Smith
Subject: RE: LRC Reporting for Bergen County

Hi Zoie,

I have asked our development team to confirm our options so we can get back to Bergen County.

Thanks,

Scott

From: Zoie Mellios
Sent: Tuesday, November 07, 2006 12:32 PM
To: Scott Wasinger
Cc: Mary Smith

6/28/2007

Confidential

RB000402

Subject: LRC Reporting for Bergen County

Hi Scott,

It has come to my attention that Bergen County is unhappy with the way the reports need to be run in the LRC to get a total number of usage statistics for their cooperative. They have 72 member libraries and in order to get the usage statistics for the group they have to go into each libraries page and run the reports. This takes them two and a half days to get the number that they need. This co-op is one of the best we have in terms of usage statistics and are an asset in the community as the library has written articles on how great our service is and has promoted it throughout the region. The library had also adopted Overdrive and has communicated through the same article that their model wasn't as good as ours and that we are the future. Mary from RB has informed me that the library has had issues with OCLC in the past and if we cannot clean up this reporting issue they will not be renewing the subscription that expires January 1.

Please let me know if there is action we can take to prevent this service from being interrupted.

Thanks,

Zoie

FW SpS 5 RE SpS 5 RE SpS 5 REnetLibrary stats.txt

From: Mary Smith [msmith@recordedbooks.com]
 Sent: Tuesday, December 26, 2006 10:10 PM
 To: Zoie Mellios
 Subject: FW: [SpS: 5] RE: [SpS: 5] RE: [SpS: 5] RE:netLibrary stats

Follow Up Flag: Follow up
 Flag Status: Green

Do we have an update on this yet?

-----Original Message-----

From: Guy Dobson [mailto:guy@bccls.org]
 Sent: Tuesday, December 26, 2006 12:02 PM
 To: Mary Smith
 Cc: arlene@bccls.org; robert@bccls.org
 Subject: [SpS: 5] RE: [SpS: 5] RE: [SpS: 5] RE:netLibrary stats

Mary,

Any news re the stats for November. It's almost time to deal w/December's!

Thanks,
 Guy

> Guy,
 >
 >
 > See comments below.....
 >
 >
 >
 > -----Original Message-----
 > From: Guy Dobson [mailto:guy@bccls.org]
 > Sent: Tuesday, December 12, 2006 11:38 AM
 > To: Mary Smith
 > Cc: robert@bccls.org
 > Subject: [SpS: 5] RE: [SpS: 5] RE:netLibrary stats

>
 >
 >
 >
 >
 >> I have attached the data files that I received from NetLibrary. Let me
 > know

>
 >
 >> when you have had a chance to review.

>
 >
 >
 > Mary,

>
 >
 >
 > Thanks. This is a great start. Here's what I see still needs work:

>
 >
 >
 > When I tried to open these *.txt files with a text editor (WordPad) I got
 > gobbledegook.

>
 > Excel doesn't like the format but at least I was able to view the contents.

Page 1

FW SpS 5 RE SpS 5 RE SpS 5 REnetLibrary stats.txt

> If these
>
> could be created as real honest to goodness *.xls files that would be best.
> ~~~This shouldn't be a problem but I will confirm with NetLibrary.
>
>
> RE accounts.txt the following libraries (UserNames(-ADMIN)) are not
> included...CARL,
>
> CLTR, CRES, ERUT, ELPK, FAVW, FRLK, GARF, GLRG, HAPK, LEON, NBER, NOVL,
> NOWD, OAKL,
>
> ORAD, PARA, PASC, RFPK....does this mean that they were left out or does it
> mean
>
> that they enjoyed no new accounts in 11/06 ? ~~~ I'm not sure but will find
> out.
>
>
>
> RE usage.txt there is one column for checkouts. We would like to see both
> checkouts
>
> and renewals. I found that when I include all of the "Collections" I don't
> get a
>
> renewals column. Searching for just the 3 non-Pimsleur "eAudio..."
> collections and
>
> then the 1 "Pimsleur" collections returns both columns : checkouts and
> renewals.
>
> Also, not all libraries are listed for either non-Pimsleur, Pimsleur, or
> both. It
>
> looks like those that aren't listed = 0. Could you confirm that?
>
> what does Pimsler (with Core) mean ? ~ This is NetLibrary's code for
> Pimsleur titles. I've been including the "eAudibooks US &
>
> Canada Core Collection" among the nonPimsleur stats.
>
>
>
> RE both
>
> could the UserName (ex: RAMS-ADMIN) be included as one of the columns? This
> would
>
> enable me to sort the list to jive with the spreadsheet that I'm using here:
>
> <http://www.bcccls.org/buckles/stats/DABS/rBooks.xls> ~ I will find out.
>
>
> There's no list of titles and cumulative stats but I remember when we talked
> on the
>
> phone that you said I could get those by logging on with a different
>
> UserName/Password. What is that UserName/Password ? BCCLS-ADMIN audio12
>

FW SpS 5 RE SpS 5 RE SpS 5 REnetLibrary stats.txt

>
> If you want to talk about any of this I'll be around. Thanks,
> Guy
>
>
> ~~~~~
>
> Guy Dobson
>
> Internet Services Librarian
>
> www.bccis.org 201-489-1283
>
>
>

--

~~~~~  
Guy Dobson  
Internet Services Librarian  
www.bccis.org 201-489-1283

RE LRC Reporting for Bergen County.txt  
RE: LRC Reporting for Bergen CountyFrom: Mary Smith [msmith@recordedbooks.com]  
Sent: Monday, December 04, 2006 1:30 PM  
To: 'Scott Wasinger'  
Cc: 'Zoie Mellios'  
Subject: RE: LRC Reporting for Bergen County

Follow Up Flag: Follow up  
Flag Status: Green

Hi Scott/Zoie,

I just received a call from Bergen County regarding this request. Is there any update that I can pass on to them?

Thanks,

Mary

---

From: Scott Wasinger [mailto:[swasinger@netlibrary.com](mailto:swasinger@netlibrary.com)]  
Sent: Monday, November 27, 2006 12:14 AM  
To: Mary Smith  
Cc: Zoie Mellios  
Subject: RE: LRC Reporting for Bergen County

Thanks, Mary.

I have passed on to our technical group for review. We will let you know as soon as they confirm reporting capabilities and options in response to this request.

Best regards,

Scott

---

From: Mary Smith [mailto:[msmith@recordedbooks.com](mailto:msmith@recordedbooks.com)]  
Sent: Wednesday, November 22, 2006 7:26 AM  
To: Scott Wasinger  
Cc: Zoie Mellios  
Subject: RE: LRC Reporting for Bergen County

Scott,

Page 1

RE LRC Reporting for Bergen County.txt

Zoie mentioned that I could send this info directly to you in her absence.

I have attached a copy of their report for your review. Based on my conversations w/ BCCLS, they would like the following:

-One report that encompasses data for each library in their group; generated monthly.

-Data should include: New Accounts, Adult Checkouts, Bible Checkouts, Pimsleur Checkouts, Adult Renewals, Bible Renewals, Pimsleur Renewals

The best example is under the Feb 06 tab of their spreadsheet. They list the information as Pimsleur and non-Pimsleur but that is not necessary. As long as we break the individual collections out; they will be able to merge the information as needed.

Let me know if you have any questions.

Best,

Mary

Mary Smith

Recorded Books, LLC

800-638-1304 ext.1421

---

From: Scott Wasinger [mailto:[swasinger@netlibrary.com](mailto:swasinger@netlibrary.com)]  
Sent: Friday, November 10, 2006 4:02 PM  
To: Zoie Mellios  
Cc: Mary Smith  
Subject: RE: LRC Reporting for Bergen County

Hi Zoie,

I have asked our development team to confirm our options so we can get back to Bergen County.

Thanks,

Scott

RE LRC Reporting for Bergen County.txt

---

From: Zoie Mellios  
Sent: Tuesday, November 07, 2006 12:32 PM  
To: Scott Wasinger  
Cc: Mary Smith  
Subject: LRC Reporting for Bergen County

Hi Scott,

It has come to my attention that Bergen County is unhappy with the way the reports need to be run in the LRC to get a total number of usage statistics for their cooperative. They have 72 member libraries and in order to get the usage statistics for the group they have to go into each libraries page and run the reports. This takes them two and a half days to get the number that they need. This co-op is one of the best we have in terms of usage statistics and are an asset in the community as the library has written articles on how great our service is and has promoted it throughout the region. The library had also adopted Overdrive and has communicated through the same article that their model wasn't as good as ours and that we are the future. Mary from RB has informed me that the library has had issues with OCLC in the past and if we cannot clean up this reporting issue they will not be renewing the subscription that expires January 1.

Please let me know if there is action we can take to prevent this service from being interrupted.

Thanks,

Zoie

FW eAudiobook patron problem.txt

From: Mary Smith [msmith@recordedbooks.com]  
Sent: Wednesday, January 10, 2007 4:48 PM  
To: 'support@oclc.org'  
Subject: FW: eAudiobook patron problem

Follow Up Flag: Follow up  
Flag Status: Green

---

From: Debbie Lozito [mailto:debbie.lozito@edythedyer.lib.me.us]  
Sent: Wednesday, January 10, 2007 12:14 PM  
To: 'Mary Smith'  
Cc: dsbeebe@aol.com  
Subject: eAudiobook patron problem

Mary-

Are you the person I should direct technical difficulties to? If not would you please forward this email.

A patron who already had a NetLibrary account at Annapolis, MD has registered at my library to download books. She can download books to our library computer, but each time she tries to sync to her Zen player she gets the message "Error: unable to obtain license". I don't think that this has to do with her Annapolis account, but perhaps you can shed some light on her trouble.

I see in the help section on NetLibrary's site: Q: Can I download eAudiobooks to public computers in my library?

A: Yes and no. We strongly advise users not to download eAudiobooks to a public computer and some libraries do not allow downloading to public computers or do not provide the necessary equipment to then transfer the eAudiobook file to your portable listening device. Check with your library regarding their public computer policies regarding downloading and transferring files. We do have Windows Media Players installed on our public computers.

I'll also ask my IT person to see if there's something she needs to adjust.

Thank you, Mary.

-Debbie

Debbie Lozito

Director FW eAudiobook patron problem.txt

Edythe Dyer Community Library  
269 Main Road North  
Hampden, Maine 04444  
207-862-3550

**Mary Smith**

---

**From:** Scott Wasinger [swasinger@netlibrary.com]  
**Sent:** Wednesday, January 17, 2007 5:04 PM  
**To:** Jerry Hadley  
**Cc:** msmith@recordedbooks.com  
**Subject:** RE: [SpS: 5] BCCLS Custom Reporting

Jerry,

It is for the first year. Subsequent year pricing would be reduced as much of our cost would be incurred in the year one up front development.

Scott

---

**From:** Jerry Hadley [mailto:jhadley@landmarkaudio.com]  
**Sent:** Tuesday, January 16, 2007 11:04 AM  
**To:** Scott Wasinger  
**Cc:** msmith@recordedbooks.com  
**Subject:** RE: [SpS: 5] BCCLS Custom Reporting

Scott,

Is this cost a per/annum charge?

Jerry

---

**From:** Scott Wasinger [mailto:swasinger@netlibrary.com]  
**Sent:** Tuesday, January 16, 2007 11:44 AM  
**To:** Jerry Hadley  
**Subject:** [SpS: 5] BCCLS Custom Reporting

Jerry,

We have reviewed in detail the requirements to accommodate BCCLS' custom reporting request. The cost to deliver exactly as requested is \$8,500. Delivery would be roughly 60 days from start date. The primary component behind this cost and timeline is the renewal information which is outside of the scope of our current tracking and reporting capabilities. We would therefore have to establish a separate project and commit substantial technical resources to develop this reporting capability. If BCCLS would like to exclude the renewal component but include some of the other elements listed below, please advise in detail so we can determine requirements and associated cost.

Regards,  
Scott

-----Original Message-----

> From: Guy Dobson [mailto:guy@bccls.org]  
> Sent: Tuesday, December 12, 2006 11:38 AM  
> To: Mary Smith  
> Cc: robert@bccls.org  
> Subject: [SpS: 5] RE: [SpS: 5] RE:netLibrary stats  
>  
>  
>

>  
>  
>> I have attached the data files that I received from NetLibrary. Let  
>> me  
> know  
>  
>> when you have had a chance to review.  
>  
>  
>  
>  
> Mary,  
>  
>  
>  
>  
> Thanks. This is a great start. Here's what I see still needs work:  
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>  
>  
>  
> When I tried to open these \*.txt files with a text editor (WordPad) I  
> got gobbledegook.  
>  
> Excel doesn't like the format but at least I was able to view the  
contents.  
> If these  
>  
> could be created as real honest to goodness \*.xls files that would be best.  
> ---This shouldn't be a problem but I will confirm with NetLibrary.  
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> RE accounts.txt the following libraries (UserNames(-ADMIN)) are not  
>> included...CARL,  
>  
> CLTR, CRES, ERUT, ELPK, FAVW, FRLK, GARF, GLRG, HAPK, LEON, NBER,  
> NOVL, NOWD, OAKL,  
>  
> ORAD, PARA, PASC, RFPK....does this mean that they were left out or  
> does  
it  
> mean  
>  
> that they enjoyed no new accounts in 11/06 ? --- I'm not sure but will  
find  
> out.  
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> RE usage.txt there is one column for checkouts. We would like to see  
> both checkouts  
>  
> and renewals. I found that when I include all of the "Collections" I  
> don't get a  
>  
> renewals column. Searching for just the 3 non-Pimsleur "eAudio..."  
> collections and  
>  
> then the 1 "Pimsleur" collections returns both columns : checkouts and  
> renewals.  
>  
> Also, not all libraries are listed for either non-Pimsleur, Pimsleur,

> or both. It  
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> looks like those that aren't listed = 0. Could you confirm that?  
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> What does Pimsler (With Core) mean ? -- This is NetLibrary's code for  
> Pimsleur titles. I've been including the "eAudiodooks US &  
>  
> Canada Core Collection" among the nonPimsleur stats.  
>  
>  
>  
> RE both  
>  
> could the UserName (ex: RAMS-ADMIN) be included as one of the columns?  
This  
> would  
>  
> enable me to sort the list to jive with the spreadsheet that I'm using  
here:  
>  
> <http://www.bcccls.org/buckles/stats/DABs/rBooks.xls> -- I will find out.  
>  
>  
>  
> There's no list of titles and cumulative stats but I remember when we  
talked  
> on the  
>  
> phone that you said I could get those by logging on with a different  
>  
> UserName/Password. What is that UserName/Password ? BCCLS-ADMIN  
> audio12  
>  
>  
>  
> If you want to talk about any of this I'll be around. Thanks,  
>  
> Guy  
>  
>  
> -----  
>  
> Guy Dobson  
>  
> Internet Services Librarian  
>  
> [www.bcccls.org](http://www.bcccls.org) 201-489-1283

**Mary Smith**

---

**From:** Zoie Mellios [zmellios@netlibrary.com]  
**Sent:** Friday, February 02, 2007 1:33 PM  
**To:** Mary Smith  
**Subject:** RE: Recorded Books eAudiobook Subscription

This has already been taken care of

-----Original Message-----

**From:** Mary Smith [mailto:[msmith@recordedbooks.com](mailto:msmith@recordedbooks.com)]  
**Sent:** Friday, February 02, 2007 11:29 AM  
**To:** Zoie Mellios  
**Subject:** FW: Recorded Books eAudiobook Subscription

Can you fix this please?

Mary

-----Original Message-----

**From:** Sara Weissman [mailto:[weissman@main.morris.org](mailto:weissman@main.morris.org)]  
**Sent:** Thursday, February 01, 2007 9:00 PM  
**To:** Mary Smith  
**Subject:** RE: Recorded Books eAudiobook Subscription

Up and running today and all but one library seems happy.  
Kinnelon Public Library seems to have been accidentally dropped from the IP table (and statistics rep was missing, too ..that's been taken care of).

Please be sure validated IPs for MAIN subscription include      Kinnelon  
IP  
209.212.28.146

Thanks

--  
Reference Dept  
Morris County Library  
<http://www.mcplib.info>

FW Recorded Books eAudiobook Subscription.txt

From: Mary Smith [msmith@recordedbooks.com]  
Sent: Friday, February 02, 2007 1:29 PM  
To: 'Zoie Mellios'  
Subject: FW: Recorded Books eAudiobook Subscription

Follow Up Flag: Follow up  
Flag Status: Green

Can you fix this please?

Mary

-----Original Message-----

From: Sara Weissman [mailto:[weissman@main.morris.org](mailto:weissman@main.morris.org)]  
Sent: Thursday, February 01, 2007 9:00 PM  
To: Mary Smith  
Subject: RE: Recorded Books eAudiobook Subscription

Up and running today and all but one library seems happy.  
Kinnelon Public Library seems to have been accidentally dropped from the IP table  
(and statistics rep was missing, too ..that's been taken care of).

Please be sure validated IPs for MAIN subscription include Kinnelon IP  
209.212.28.146

Thanks

--

Reference Dept  
Morris County Library  
<http://www.mcplib.info>

FW file problem .txt

From: Mary Smith [msmith@recordedbooks.com]  
Sent: Friday, February 16, 2007 3:45 PM  
To: 'OCLC Customer Support'  
Subject: FW: file problem

Follow Up Flag: Follow up  
Flag Status: Green

-----Original Message-----

From: Dora Page [mailto:dpage@clan.lib.nv.us]  
Sent: Friday, February 16, 2007 3:40 PM  
To: Mary Smith  
Subject: file problem

Hi Mary,  
When playing eAudibooks on my computer, I often get the following message:

Windows Media Player cannot play the file. If the file is on another computer, verify that you are connected to the network. If you typed a path, verify that it is correct. If the problem persists, the server might not be available.

Then I can't finish the book or I have to download it again. A patron reported the same. What could be the problem?

Thanks,  
Dora Page

**Mary Smith**

---

**From:** Sharon Altheide [mailto:saltheide@netlibrary.com]  
**Sent:** Thursday, March 15, 2007 4:54 PM  
**To:** Mary Smith  
**Cc:** Zoie Mellios  
**Subject:** RE: CR 11244 - Pima County Public Library (Tucson-Pima) eAudiobook download issue - getting partial file even though they see Download Complete  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Hi Mary

Sorry for not having answers for you on this yet.

Please attach the file you downloaded to an email and send it to me.

And if you get a chance, please try downloading another title and if the same problem occurs, run this IP trace and let me know your IP.

\*\*Go to <http://www.tracert.com>. On the left side of the screen there are various buttons. Click on the TraceRoute button that is located below SpeedMeter. On the next page, your External IP address will be displayed in the upper left corner of the screen.

---

**From:** Mary Smith [mailto:msmith@recordedbooks.com]  
**Sent:** Friday, March 02, 2007 9:59 AM  
**To:** Sharon Altheide  
**Cc:** Zoie Mellios  
**Subject:** RE: CR 11244 - Pima County Public Library (Tucson-Pima) eAudiobook download issue - getting partial file even though they see Download Complete

The problem occurs on all titles. You can listen to the beginning of the book but at a certain point it stops. No error message is produced.

I tested this myself using IE7 and Firefox on the title "B is for Betsy". Download stopped prematurely but said it was complete. Using WMP 11, after 22 minutes and 5 seconds of listening to the book it stopped. The scrub bar shows that the audio should be 1 Hour and 50 minutes long.

Hope this helps!

Mary

---

**From:** Sharon Altheide [mailto:saltheide@netlibrary.com]  
**Sent:** Friday, March 02, 2007 11:41 AM  
**To:** Mary Smith  
**Cc:** Zoie Mellios  
**Subject:** CR 11244 - Pima County Public Library (Tucson-Pima) eAudiobook download issue - getting partial file even though they see Download Complete

Hi Mary, please verify the problem is documented correctly below; and provide additional info if possible. Development is asking if this is title specific, browser specific, are they using Windows Media Player to open the file, are they able to listen to part of the file, are they getting an error message.

Problem: They are seeing Download Complete; then they are opening the file using Windows Media Player; the file is not complete.

Questions: are they able to listen to part of the file? Are they getting an error message?



Welcome to the Pima County Public Library (Tucson-Pima) eContent Collection

## Download this eAudiobook

The eAudiobook was checked out successfully and will automatically begin downloading in a few seconds. If not, you can [download the eAudiobook manually](#). Once the download is complete open the file in your media player to acquire a license to play the eAudiobook on your computer.



The Kite Runner  
*Unabridged*

by Hosseini, Khaled.



Recorded  
COMPUTE AND ENABLER

This eAudiobook is checked out to you. (Time remaining: 21 Days)

### Select an Option:

#### [Download CD Quality](#)

(Required for transfer to portable media devices)

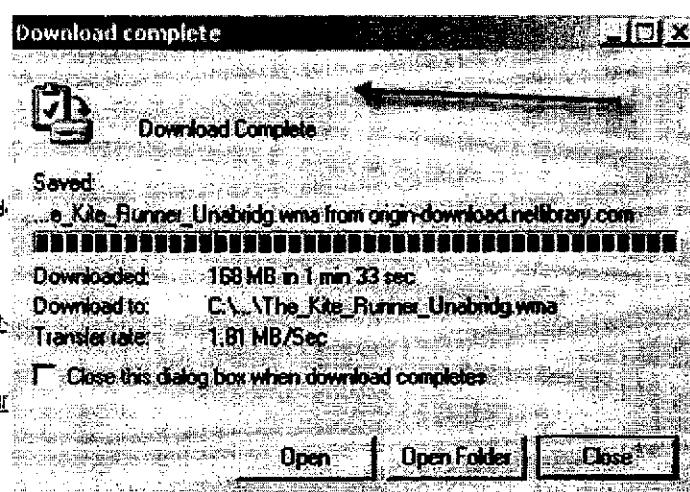
#### [Download Radio Quality](#)

#### [Renew your checkout for 21 Days](#)

[Learn more about eAudiobook sources](#)

[View the eAudiobooks Demo...](#)

[Read eAudiobooks FAQ...](#)



Download Time

(SSX Dial-up)

6 Hours 51 M

58 Minutes

### Listening Requirements

Microsoft Windows Media Player 7.0 and above is recommended to listen to this audiobook.

**Mary Smith**

---

**From:** Zoie Mellios [zmellios@netlibrary.com]  
**Sent:** Thursday, March 29, 2007 3:33 PM  
**To:** Mary Smith  
**Subject:** RE: Stanislaus Library Account

EZproxy

-----Original Message-----

**From:** Mary Smith [mailto:[msmith@recordedbooks.com](mailto:msmith@recordedbooks.com)]  
**Sent:** Thursday, March 29, 2007 1:28 PM  
**To:** Zoie Mellios  
**Subject:** FW: Stanislaus Library Account

Can you help me figure out what she is talking about? I also asked her if she was talking about CybraryN and she said no.

Mary

-----Original Message-----

**From:** Craig Mears [mailto:[jcmears@earthlink.net](mailto:jcmears@earthlink.net)]  
**Sent:** Thursday, March 29, 2007 12:33 PM  
**To:** Mary Smith  
**Cc:** Jerry Hadley  
**Subject:** FW: Stanislaus Library Account

FYI. I don't know if you have had a chance to call her yet.

Craig Mears  
Regional Sales Manager  
Recorded Books, LLC  
270 Skipjack Road  
Prince Frederick, MD 20678  
phone 1-800-638-1304 ext. 1314  
local fax 651-698-5693  
[jcmears@earthlink.net](mailto:jcmears@earthlink.net)

> [Original Message]  
> From: Suzanne Foster <[sfoster@scfl.lib.ca.us](mailto:sfoster@scfl.lib.ca.us)>  
> To: <[jcmears@earthlink.net](mailto:jcmears@earthlink.net)>  
> Date: 3/29/2007 11:12:13 AM  
> Subject: Stanislaus Library Account  
>  
> Hi Craig,  
>  
> It was great talking to you yesterday and I want to explain where we  
> are  
and why we are stuck.  
>  
> As you know we signed a contract for NetLibrary downloadable audio  
books.

At the time Mary Smith explained that we would have to authenticate the library card numbers of our users before they would be able to log into NetLibrary. I purchased EZProxy which works well with NetLibrary authentication. In getting EZProxy to work for us the owner/developer Chris Zagar suggested that we use a new method specific to NetLibrary and I agreed because it sounded much better than the standard way. Chris said that NetLibrary had to do some configuration on their end and he would be talking to them. Then he reported that no one would answer him and after a week or more when they finally did answer him they told him that we did not have an account with NetLibrary and we couldn't go any further.

> This brings us up to Monday when we were trying to contact Donna Liss  
> and  
then you called yesterday. I guess what we need is for someone to tell NetLibrary about  
us so I can get EZProxy to work and we can activate the account.  
>  
> Hope this is not too long winded and please call me at 209-604-2919 if  
you have any questions.  
>  
> Thanks very much for looking into this,  
>  
> Suzanne Foster  
> IT Manager  
> Stanislaus County Library  
>  
>  
>

**FW Stanislaus Library Account.txt**

**From:** Mary Smith [msmith@recordedbooks.com]  
**Sent:** Wednesday, April 04, 2007 1:52 PM  
**To:** 'Zoie Mellios'  
**Subject:** FW: Stanislaus Library Account

**Follow Up Flag:** Follow up  
**Flag Status:** Green

FYI!

**-----Original Message-----**

**From:** Suzanne Foster [mailto:sfoster@scfl.lib.ca.us]  
**Sent:** Tuesday, April 03, 2007 11:51 AM  
**To:** Mary Smith  
**Subject:** RE: Stanislaus Library Account

Hi Mary,

How are we doing with resolving the EZProxy? Did you talk to Chris? Is there anything I can do to help?

Thanks,

Suzanne

**-----Original message-----**

**From:** "Mary Smith" msmith@recordedbooks.com  
**Date:** Thu, 29 Mar 2007 10:30:16 -0700  
**To:** "'Suzanne Foster'" sfoster@scfl.lib.ca.us  
**Subject:** RE: Stanislaus Library Account

> I'm confused. He said that Recorded Books, LLC. needed to do something  
> or NetLibrary needed to do something.

>

> Mary

>

**-----Original Message-----**

> **From:** Suzanne Foster [mailto:sfoster@scfl.lib.ca.us]  
> **Sent:** Thursday, March 29, 2007 2:29 PM  
> **To:** Mary Smith  
> **Subject:** RE: Stanislaus Library Account

>

> Hi Mary,

>

> No, we have nothing to do with cybraryN. I am using EZProxy to  
> authenticate the barcode and Chris Zager said that you have a new way  
> of doing it for NetLibrary and so I was going to test it out. Chris  
> was going to help set it up and said that you needed to do some configuration at  
your end.

>

> Thanks,

>

> suzanne

>>> [Original Message]

>>> **From:** Suzanne Foster <sfoster@scfl.lib.ca.us>

>>> **To:** <jcmears@earthlink.net>

>>> **Date:** 3/29/2007 11:12:13 AM

>>> **Subject:** Stanislaus Library Account

>>>

>>> Hi Craig,

>>>

>>> It was great talking to you yesterday and I want to explain where

>>> we are

>>> and why we are stuck.

## FW Stanislaus Library Account.txt

> > >  
> > As you know we signed a contract for NetLibrary downloadable audio  
> books.  
> > At the time Mary Smith explained that we would have to authenticate  
> the library card numbers of our users before they would be able to  
> log into NetLibrary. I purchased EZProxy which works well with  
> NetLibrary authentication. In getting EZProxy to work for us the  
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> > > Hope this is not too long winded and please call me at  
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> > you have any questions.  
> >  
> > > Thanks very much for looking into this,  
> >  
> > > Suzanne Foster  
> > > IT Manager  
> > > Stanislaus County Library  
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 >

FW eaudiobook access.txt  
From: Mary Smith [msmith@recordedbooks.com]  
Sent: Monday, April 23, 2007 9:28 AM  
To: 'OCLC Customer Support'  
Subject: FW: eaudiobook access

Follow Up Flag: Follow up  
Flag Status: Green

-----Original Message-----

From: Ed Moeller [mailto:[Moellere@dekalblibrary.org](mailto:Moellere@dekalblibrary.org)]  
Sent: Friday, April 20, 2007 7:06 PM  
To: Mary Smith  
Cc: tuckerd  
Subject: eaudiobook access

Mary,

As per our conversation earlier today, eaudiobook access via IP and via GALILEO has been restored. Referring URL access for remote access (and we will be restricting access for in-library use) is not. Our referring URLs are not showing up on the NetLibrary Library Resource Center page.

Thanks for your attention to this matter.

Ed Moeller, Library Systems Analyst  
DeKalb County Public Library  
3560 Kensington Rd.  
Decatur, GA 30032  
Voice: (404) 508-7190x24 Fax: (404) 508-7184  
INTERNET: <mailto:moellere@dekalblibrary.org>  
<http://www.dekalblibrary.org>  
...and if you take cranberries and stew them like apple sauce, it tastes much more like prunes than rhubarb does.-- G. Marx

FW Recorded Books eAudiobok Subscription Renewal.txt

From: Mary Smith [msmith@recordedbooks.com]  
Sent: Wednesday, May 02, 2007 10:14 AM  
To: 'Zoie Mellios'  
Subject: FW: Recorded Books eAudiobok Subscription Renewal

Importance: High

Follow Up Flag: Follow up

Flag Status: Green

Do you know what has happened?

Mary

---

From: Dicecco Lorraine Ctr 1 SVS/SVMG [mailto:Lorraine.Dicecco.ctr@langley.af.mil]  
Sent: Wednesday, May 02, 2007 10:01 AM  
To: Mary Smith  
Subject: RE: Recorded Books eAudiobok Subscription Renewal  
Importance: High

Mary we have a problem.....my eaudiobooks have been pulled from my account?????????????

---

From: Mary Smith [mailto:msmith@recordedbooks.com]  
Sent: Tuesday, April 17, 2007 9:48 AM  
To: Dicecco Lorraine Ctr 1 SVS/SVMG  
Subject: RE: Recorded Books eAudiobok Subscription Renewal

Hi Lorraince,

Sorry for the delay in my response; I was out of the office on vacation. It appears as if the ACC-LRC account is covered under a blanket contract through HQ. You're account has already been renewed and nothing is due to NetLibrary/OCLC.

Please let me know if you have any questions.

Mary